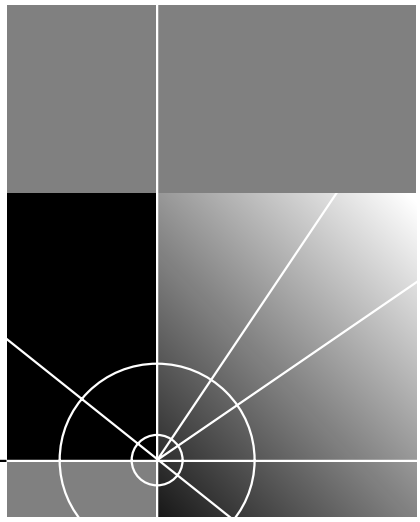
NBX® Telephone Guide

Telephones

- NBX 3102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone
- NBX 1102 Business Telephone
- NBX 3101 Basic Telephone
- NBX 3101SP Basic Telephone
- NBX 2101 Basic Telephone

Attendant Consoles

- NBX 3105 Attendant Console
- NBX 1105 Attendant Console
- NBX Complement Attendant Software



http://www.3com.com/

PhG-EN
02-2004

Downloaded from www.Manualslib.com manuals search engine

3Com Corporation,
350 Campus Drive,
Marlborough, MA
01752-3046

Copyright © 2004, 3Com Corporation. All rights reserved. No part of this documentation may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from 3Com Corporation.

3Com Corporation reserves the right to revise this documentation and to make changes in content from time to time without obligation on the part of 3Com Corporation to provide notification of such revision or change.

3Com Corporation provides this documentation without warranty, term, or condition of any kind, either implied or expressed, including, but not limited to, the implied warranties, terms, or conditions of merchantability, satisfactory quality, and fitness for a particular purpose. 3Com may make improvements or changes in the product(s) and/or the program(s) described in this documentation at any time.

If there is any software on removable media described in this documentation, it is furnished under a license agreement included with the product as a separate document, in the hardcopy documentation, or on the removable media in a directory file named LICENSE.TXT or !LICENSE.TXT. If you are unable to locate a copy, please contact 3Com and a copy will be provided to you.

UNITED STATES GOVERNMENT LEGEND

If you are a United States government agency, then this documentation and the software described herein are provided to you subject to the following:

All technical data and computer software are commercial in nature and developed solely at private expense. Software is delivered as "Commercial Computer Software" as defined in DFARS 252.227-7014 (June 1995) or as a "commercial item" as defined in FAR 2.101(a) and as such is provided with only such rights as are provided in 3Com's standard commercial license for the Software. Technical data is provided with limited rights only as provided in DFAR 252.227-7015 (Nov 1995) or FAR 52.227-14 (June 1987), whichever is applicable. You agree not to remove or deface any portion of any legend provided on any licensed program or documentation contained in, or delivered to you in conjunction with, this guide.

Unless otherwise indicated, 3Com registered trademarks are registered in the United States and may or may not be registered in other countries.

3Com, NBX, the 3Com logo, and SuperStack are registered trademarks of 3Com Corporation. NBX NetSet and pcXset are trademarks of 3Com Corporation.

Adobe is a trademark and Adobe Acrobat is a registered trademark of Adobe Systems Incorporated. Microsoft, Windows, Windows 2000, and Windows NT are registered trademarks of Microsoft Corporation.

All other company and product names may be trademarks of the respective companies with which they are associated.

Downloaded from www.Manualslib.com manuals search engine

CONTENTS

ABOUT THIS GUIDE

How to Use This Guide 9
Conventions 10
Documentation 11
    Comments on the Documentation 11

1 GETTING STARTED

Setting Up Your Password and Voice Mail for the First Time 13
NBX NetSet Utility 15
    Starting the NBX NetSet Utility 15
    Navigation and Shortcut Icons in the NBX NetSet Utility 16
Quick Reference Guides 16

2 NBX 3102 BUSINESS TELEPHONE

Telephone Buttons and Controls 18
Programmable Access Buttons 21
Status Lights for System Appearance Buttons 22

3 NBX 1102, 2102, AND 2102-IR BUSINESS TELEPHONES

Telephone Buttons and Controls 24
Programmable Access Buttons 27
Status Lights for System Appearance Buttons 28

4 NBX 3101 AND 3101SP BASIC TELEPHONES

Telephone Buttons and Controls 30
Programmable Access Buttons 32
Status Lights for System Appearance Buttons 33

Downloaded from www.Manualslib.com manuals search engine

5 NBX 2101 Basic Telephone

Telephone Buttons and Controls 36
Programmable Access Buttons 38
Status Icons 38

6 NBX Messaging

NBX Messaging Components 40
Important Considerations 40
Changing Your Password 41
Security Tips 41
Changing Your Name Announcement and Personal Greeting 42
Listening to NBX Messages 42
Message Indicators 43
LIstening from Your Computer 43
LIstening from Your NBX Telephone 44
Listening from Any Internal NBX Telephone 44
Listening from an External Location 44
Managing Your Messages 45
Information About Your Messages 45
Replying to a Message 46
Forwarding a Message 47
Creating and Sending a Message 48
Creating Personal Voice Mail Group Lists 49
Modifying or Deleting Groups 50
Marking a Message as Private or Urgent 51
Forwarding Incoming Calls to Your Call Coverage Point 51
Other Ways to Manage Your Voice Mail Messages 52
Other Kinds of Mailboxes 52
Greeting-Only Mailbox 52
Phantom Mailbox 53
Group Mailbox 53

7 Standard Features

Answering a Call 56
Caller ID 56
Answering a Second Call 56
Using the NBX Telephone Display Panel 57

Downloaded from www.Manualslib.com manuals search engine

Tips on Using the Lists 58
More Ways to Dial a Call 59
An Internal Call 59
An External Call 59
Redialing a Call 60
Setting Your Call Coverage Point 60
Putting a Call on Hold 61
Dialing Another Call 61
More Than One Call 62
Transferring a Call 63
Announced (Screened) Transfer 64
Blind Transfer 64
Direct Mail Transfer 64
Establishing a Conference Call 65
Disconnecting the Last Person That You Called 66
More About Conference Calls 66
Setting the Volume 67

8 PERSONALIZING YOUR TELEPHONE

Guidelines About Features on NBX Telephones 70
Ringer Tones 70
Speed Dials 70
Personal Speed Dials 71
System-wide Speed Dials 72
Special Case: One-Touch Speed Dials 73
Printing Speed Dial Lists and Labels 74
Off-Site Notification 75
Do Not Disturb 78
Preventing Unauthorized Use of Your Telephone 79
Telephone Locking 80
Call Permissions 80
Class of Service Override 81
Using a Headset 82
With the NBX 3102 Business Telephone 82
General Headset Instructions 83
Returning to the Headset After a Long Delay 84
Palm Integration 84

Downloaded from www.Manualslib.com manuals search engine

9 GETTING MORE FROM YOUR TELEPHONE SYSTEM

Listening to Your Messages in Your E-mail or Browser 86
Account (Billing) Codes 86
Caller ID 87
- Internal and External Caller ID 87
- Calling Line Identity Restriction (CLIR) 87

Call Pickup 88
- Directed Call Pickup on a Specific Telephone 89
- Group Call Pickup 89

Hunt Groups and Calling Groups 89
- Hunt Groups 90
- Calling Groups 92
- Group Membership 92

Call Park 93
Paging 94
Dialing a Call to a Remote Office 95
- Using Unique Extensions 95
- Using Site Codes 96

Bridged Extensions 97
Delayed Ringing 97
Using Pulse Dialing 98
- Using a Feature Code 98
- Using a Mapped Button 98
- Using a Personal Speed Dial 98

Additional Applications 99

10 NBX 3105 AND 1105 ATTENDANT CONSOLES

NBX Attendant Console 102
- Access Buttons 102
- Feature Buttons 102
- Attendant Console Labels 105

Complement Attendant Software 106
- Managing Calls 107

A TELEPHONE INSTALLATION AND MAINTENANCE

Connecting the Telephone 109
Installing the 3102 Telephone Label Plate 111
Attaching and Adjusting the 3101/3102/3105 Support Bracket 111

Downloaded from www.Manualslib.com manuals search engine

Attaching and Adjusting the 1102/2101/2102 Support Bracket 113
Low-Profile and High-Profile Positions 113
Wall-Mount Position 114
Security Wall-Mount Bracket 115
Opening the 3105 Attendant Console Label Cover 115
Moving Your Telephone 115
Swapping Telephones 115
Cleaning Your Telephone 116
Troubleshooting Problems 116

INDEX

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

About This Guide

This guide is intended for anyone using NBX® Telephones, NBX Attendant Consoles, or the NBX Complement Attendant Software. It includes information about using the NBX Voice Mail system and the NBX NetSet™ administration utility for personal telephone settings.

If the information in the release notes (readme.pdf) *on the* NBX Resource Pack CD *differs from the information in this guide, follow the instructions in the release notes.*

Analog telephones connected through the Analog Terminal Card or the Analog Terminal Adapter can use most of the features described in this book. See the NBX Feature Codes Guide in the NBX NetSet utility.

How to Use This Guide

Table 1 shows where to look for specific information in this guide.

Table 1 Where to Find Information

If you are looking for information about	Turn to
How to get started with your new telephone	Chapter 1
The NBX 3102 Business Telephone	Chapter 2
The NBX 1102, 2102, and 2102-IR Business Telephones	Chapter 3
The NBX 3101 and 3101SP Basic Telephones	Chapter 4
The NBX 2101 Basic Telephone	Chapter 5
NBX Voice Messaging features	Chapter 6
Using standard telephone features	Chapter 7
Personalizing your telephone	Chapter 8
Enhanced system features	Chapter 9
The Attendant Console and Complement Attendant Software	Chapter 10
Telephone maintenance and troubleshooting information	Appendix A
References to all topics in this book	Index

Downloaded from www.Manualslib.com manuals search engine

Conventions

Table 2 defines some commonly used words and phrases in this guide.

Table 2 Common Terms

Term	Definition
Auto Attendant	The set of voice prompts that answers incoming calls and describes actions that a caller or user can take to access individual services.
Administrator	The person who is responsible for maintaining your 3Com Networked Telephony Solution.
Receptionist	The person who answers the majority of incoming telephone calls. In some business environments, this person may be a switchboard operator.
User	A person who has a single NBX Business Telephone, an NBX Basic Telephone, or an analog telephone connected to the NBX system through an ATC card or the single-port ATA device.

Table 3 lists conventions that are used throughout this guide.

Table 3 Icons

Icon	Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, device, or network.
	Warning	Information that alerts you to potential personal injury.

Downloaded from www.Manualslib.com manuals search engine

Documentation

The documentation set for 3Com NBX Networked Telephony Solutions is designed to help NBX telephone users, installers, and administrators maximize the full potential of the system.

The *NBX Resource Pack CD* contains many guides to the NBX products and their related 3Com applications.

When you log in to the NBX NetSet utility as a user, you can view the PDF versions of the *NBX Telephone Guide* and *NBX Feature Codes Guide* by clicking the icons at the bottom of the screen. An administrator who logs in can also see the *NBX Installation Guide* and the *NBX Administrator's Guide*. The NBX NetSet utility also includes a searchable Help system with Help buttons on each screen.

Comments on the Documentation

Your suggestions are important to us. They help us to make the NBX documentation more useful to you.

Please send your e-mail comments about this guide or any of the 3Com NBX documentation and Help systems to:

Voice_TechComm_Comments@3com.com

Include the following information with your comments:

- Document title
- Document part number (found on the front or back page)
- Page number

Example:

NBX Telephone Guide

Part Number PhG-EN

Page 25

As always, please address all questions regarding the NBX hardware and software to your 3Com NBX Voice-Authorized Partner.

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

1 GETTING STARTED

As soon as you are given a telephone and extension number, you need to set up a password and record your name announcement and personal greeting.

This chapter covers these topics:

- Setting Up Your Password and Voice Mail for the First Time
- NBX NetSet Utility
- Quick Reference Guides

For how to access NBX features from an analog telephone, set your password as described next and then see the NBX Feature Codes Guide *in the NBX NetSet utility.*

Setting Up Your Password and Voice Mail for the First Time

The procedure by which you set up your password and voice mailbox for the first time depends on:

- The kind of telephone that you have
- The kind of voice messaging system on your NBX system. Ask your administrator what kind of voice messaging is active on your system.

Table 4 describes how to set up your first password.

For details on tones and codes on analog telephones, see the NBX Feature Codes Guide *in the NBX NetSet utility.*

Downloaded from www.Manualslib.com manuals search engine

Table 4 Setting Your NBX NetSet and NBX Messaging Password

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Password — Set Initially			
If your system uses NBX Messaging, follow the NBX voice prompts to set your NBX password (which is the same for NBX NetSet and voice messaging) OR use the NBX NetSet utility, described next.	**Msg** button (1102, 2102, 2102-IR) or ✉ button (3102) and follow the voice prompts	**Msg** button (2101) or ✉ button (3101 and 3101SP) and follow the voice prompts	**500 **** and follow the voice prompts
If your system uses a voice messaging application other than NBX Messaging, use this code sequence to set your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your messaging application. **For all voice messaging systems:** ■ Use only 4- to 10-digit numbers ■ Do not use letters, *****, or **#** as part of your password.	OR, for systems that do not use NBX Messaging: **Feature** + 434 + new password + **#** + repeat your new password + **#**	OR, for systems that do not use NBX Messaging: **Feature** + 434 + new password + **#** + repeat your new password + **#**	OR, for systems that do not use NBX Messaging: **#** (Feature Entry Tone) + 434 (Feature Entry Tone) + new password + **#** (Feature Entry Tone) + repeat your new password + **#** (Confirmation Tone)
Password — Change			
If your system uses NBX Messaging, follow the NBX voice prompts to change your NBX password (which changes your NBX NetSet password, because they are the same) OR use the NBX NetSet utility, described next.	**Msg** button (1102, 2102, 2102-IR) or ✉ button (3102) + current password + **#** + 9 + 2 + follow the prompts	**Msg** button (2101) or ✉ button (3101 and 3101SP) + current password + **#** + 9 + 2 + follow the prompts	**500 **** + extension number + current password + **#** + 9 + 2 + follow the prompts
If your system uses a voice messaging application other than NBX Messaging, use this code sequence to change your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your voice messaging application. **For all voice messaging systems:** ■ If you forget your password, the administrator can reset it to your extension. Then use this code (for applications other than NBX Messaging) or the NBX voice prompts to change it.	OR, for systems that do not use NBX Messaging: **Feature** + 434 + current password + **#** + new password + **#** + repeat your new password	OR, for systems that do not use NBX Messaging: **Feature** + 434 + current password + **#** + new password + **#** + repeat your new password	OR, for systems that do not use NBX Messaging: **#** (Feature Entry Tone) + 434 (Feature Entry Tone) + current password + **#** (Feature Entry Tone) + new password + **#** (Feature Entry Tone) + repeat your new password + **#** (Confirmation Tone)

Downloaded from www.Manualslib.com manuals search engine

NBX NetSet Utility

The NBX NetSet administration utility has two interfaces:

- **Administrator** — Your administrator logs in with a special password and uses the NBX NetSet utility to manage and configure system-wide telephone settings and many of the settings for your telephone.
- **User** — As a telephone user, you log in to the NBX NetSet utility with your own system ID (your extension) and password to:
  - View and change your telephone's personal settings, such as speed dials, ringer tone, and specify where you want your calls to go when you cannot answer them (your *call coverage point*).
  - Listen to and delete your voice messages from your computer as an alternative to managing calls on your telephone.
  - View your call permissions, certain current feature settings, and the internal user directory to call other users on your system.
  - Log in to and out of one or all hunt groups and calling groups of which your telephone is a member.

See Chapter 7, Chapter 8, and Chapter 9 for discussions about the standard and enhanced features that you can monitor and change in the NBX NetSet utility. See Chapter 6 for voice messaging features.

If your NBX system uses a messaging application other than NBX Messaging, off-site notification and other voice messaging features are available through your messaging application. See the application's documentation rather than using this Guide.

Starting the NBX NetSet Utility

To use the NBX NetSet utility, you need a computer that is connected to your local area network (LAN) and that has a web browser. (You do not need Internet access.) To start the NBX NetSet utility:

1. Ask your administrator for the IP (web) address for your NBX system. In the web browser on your computer (Microsoft Internet Explorer version 5.5 or later is optimal), enter the IP address in the **Address** field, and then press Enter on your keyboard. The NBX NetSet login screen appears.

You cannot log in to the NBX NetSet utility until you establish your password through your telephone using NBX voice prompts or the Feature Code sequence. See Table 4.

2. Click **User** to log in as a user. The password dialog box appears.

Downloaded from www.Manualslib.com manuals search engine

3 Type your NBX NetSet user identification (always your 3-digit or 4-digit telephone extension) and your NBX NetSet password, and then click **OK**.

Navigation and Shortcut Icons in the NBX NetSet Utility

The icons at the lower right of any **Personal Settings** window allow you or your administrator to navigate to the following features:

Table 5 Navigation Icons

Icon	Action	Where You Go
	Back	■ **For the User** goes to the main NBX NetSet login dialog box ■ **For the Administrator** goes to the NBX NetSet main menu window
	Help	Help for the fields and procedures related to the screen

Click the icons below the window to go directly to these features:

One-Touch Speed Dials

Off-Site Notification

Telephone Guide (this guide)

NBX Feature Codes Guide

Quick Reference Guides

To open and print a copy of the *Quick Reference Guides* for the most frequently used features on your telephone:

1 Log in to the NBX NetSet utility. See "Starting the NBX NetSet Utility" earlier in this chapter.

2 Click **Telephone Quick Reference**. The quick reference that pertains to your telephone (Business, Basic, or analog) appears. Adobe Acrobat Reader 4.0 or higher is required to view the file. Adobe Acrobat Reader is available free from the Adobe Web site: **www.adobe.com**

Downloaded from www.Manualslib.com manuals search engine

2 NBX 3102 Business Telephone

This chapter describes the buttons, controls, and features on the NBX 3102 Business Telephone. It covers these topics:

- Telephone Buttons and Controls
- Programmable Access Buttons
- Status Lights for System Appearance Buttons

For a description of the features on the NBX 1102, 2102, and 2102-IR Business Telephones, see Chapter 3.

For a description of the features on the NBX 3101 and 3101SP Basic Telephones, see Chapter 4.

For a description of the features on the NBX 2101 Basic Telephone, see Chapter 5.

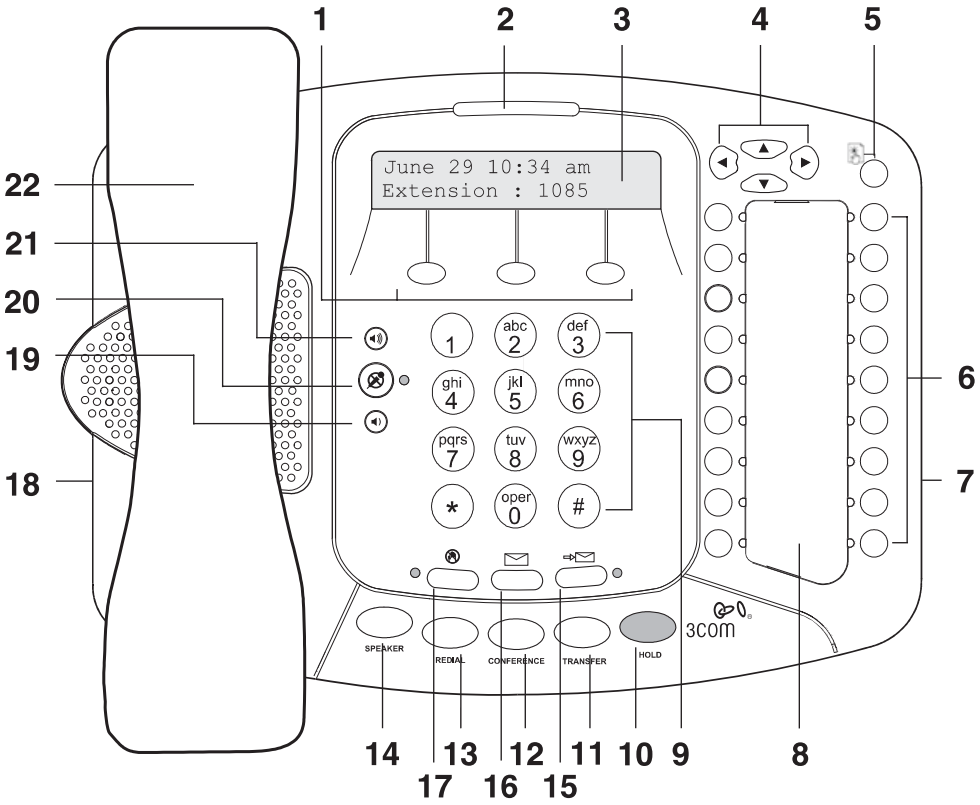
For how these features work on an analog telephone that is connected to the NBX system, click the NBX Feature Codes Guide *icon below any screen in the NBX NetSet utility.*

Downloaded from www.Manualslib.com manuals search engine

Telephone Buttons and Controls

Figure 1 shows the buttons and controls on the NBX 3102 Business Telephone. The features are discussed after the picture.

Figure 1 NBX 3102 Business Telephone



1 **Soft buttons** — Allow you to select items that are displayed in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7. The buttons, from left to right, are:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit** (leaves the display panel menus)

2 **Message Waiting Indicator (MWI)** — When lit, indicates that you have one or more new voice mail messages in your voice mailbox. Also, this indicator flashes when your telephone rings.

Downloaded from www.Manualslib.com manuals search engine

3 **Display panel** — Displays telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox. You can also use it to view these items:

- Logs of your recent missed, answered, and dialed calls
- A directory of people's names in your organization
- Personal speed dial numbers
- System-wide speed dial numbers

4 **Scroll buttons (Up, Down, Left, Right)** — Allow you to scroll through the items in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7. The left and right buttons are reserved for future use.

5 **Program button** — Reserved for future use.

6 **Programmable Access buttons** — Allow you and your administrator to assign features to specific buttons. See "Programmable Access Buttons" and "Status Lights for System Appearance Buttons" later in this chapter.

7 **Microphone (located on the side of the telephone)** — Activated when the telephone is in speaker phone mode, that is, after you press the **Speaker** button or the (Hands Free) button. For best results, keep the area around the microphone free of obstructions.

8 **Label area for Access buttons**

9 **Telephone key pad**

10 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

11 **Transfer button** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 7.

12 **Conference button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call" in Chapter 7.

13 **Redial button** — Redials the last telephone number or extension that you called. See "Redialing a Call" in Chapter 7.

14 **Speaker button** — Enables you to use the speaker phone feature. Press the **Speaker** button before you dial the call, when your telephone is ringing, or while a call is in progress. To turn the speaker phone off and resume the conversation, pick up the handset.

15 **Forward to Voice Mail button** — Directs all incoming calls, after one ring, to your voice mail or to wherever you have specified in **NBX NetSet**

Downloaded from www.Manualslib.com manuals search engine

> User Information > Call Forward. See "Forwarding Incoming Calls to Your Call Coverage Point" in Chapter 6.

16 **Message button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 6.

17 **Hands Free button** — Allows you to answer *internal* (intercom) calls without picking up the handset. To activate this feature, press the button *before* calls come in to your telephone. When the feature is enabled, the indicator is lit. When you receive an internal call, your telephone sounds a tone and activates the speaker phone.

An external call (a call from outside your NBX system) rings to your telephone as usual.

18 **Headset connector** — Located on the underside of the telephone, this RJ-11 connector enables you to plug in a headset so that you can listen to calls and have your hands free. See "Using a Headset" in Chapter 8.

To enable the use of a connected headset, press the **Headset** button (by default, button 16 at the top of the right column of buttons).

19 **Volume down** — Lowers the volume of the ringer, the speaker, the handset, or the headset. See "Setting the Volume" in Chapter 7.

20 **Mute button** — Enables you to prevent callers from hearing what you are saying during a telephone call, although you can still hear them. Press the button to turn off the telephone's microphone when you are using the handset or headset, or when your telephone is in speaker phone mode. To turn off the Mute feature, press the button again.

21 **Volume up** — Raises the volume of the ringer, the speaker, the handset, or the headset. See "Setting the Volume" in Chapter 7.

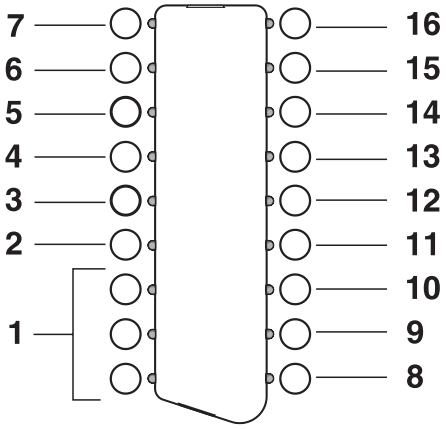
22 **Handset**

Downloaded from www.Manualslib.com manuals search engine

Programmable Access Buttons

Figure 2 shows the 18 programmable Access buttons on the NBX 3102 Business Telephone. To view or change the current features on your telephone's buttons (button mappings), click the **Shortcut to One-Touch Speed Dials** icon below any NBX NetSet utility screen. Click the Help button for instructions.

Figure 2 3102 Access Buttons



Access buttons have these default settings, which your administrator can change:

1. In most circumstances, your administrator designates these three system appearance buttons as lines for incoming and outgoing calls.
2. **Personal Speed Dial 1.** See "Speed Dials" in Chapter 8.
3. **Personal Speed Dial 2**
4. **Personal Speed Dial 3**
5. **Call Park button** — Allows you to place a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 9.
6. **Transfer to Voice Mail button** — Sends a call directly to another user's voice mailbox. See "Direct Mail Transfer" in Chapter 9.
7. **Feature button** — Allows you to access features that are not directly assigned to an Access button on your telephone. See the *NBX Feature Codes Guide* in the NBX NetSet utility for a list of features and codes and how to use them.
8. **Release button** — Disconnects calls. Useful when you use a telephone headset. See "Using a Headset" in Chapter 8.

Downloaded from www.Manualslib.com manuals search engine

9 **Personal Speed Dial 4.** See "Speed Dials" in Chapter 8.

10 **Personal Speed Dial 5**

11 **Personal Speed Dial 6**

12 **Personal Speed Dial 7**

13 **Personal Speed Dial 8**

14 **Personal Speed Dial 9**

15 **Personal Speed Dial 10**

16 **Headset** — Press this button to enable the use of a headset that is connected to the telephone.

Status Lights for System Appearance Buttons

An Access button that is set up for incoming and outgoing calls is called a System Appearance button. The light beside each System Appearance button indicates the status. See Table 6.

Table 6 Status Indicator Lights for System Appearance Buttons

If the light is	The line is
Off	Available for use
Steady	In use
Blinking quickly	Ringing
Blinking slowly	On hold

Downloaded from www.Manualslib.com manuals search engine

3 NBX 1102, 2102, AND 2102-IR BUSINESS TELEPHONES

This chapter describes the buttons, controls, and features on the following NBX telephones:

- NBX 1102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone

The chapter covers these topics:

- Telephone Buttons and Controls
- Programmable Access Buttons
- Status Lights for System Appearance Buttons

For a description of the features on the NBX 3102 Business Telephone, see Chapter 2.

For a description of the features on the NBX 3101 and 3101SP Basic Telephones, see Chapter 4.

For a description of the features on the NBX 2101 Basic Telephone, see Chapter 5.

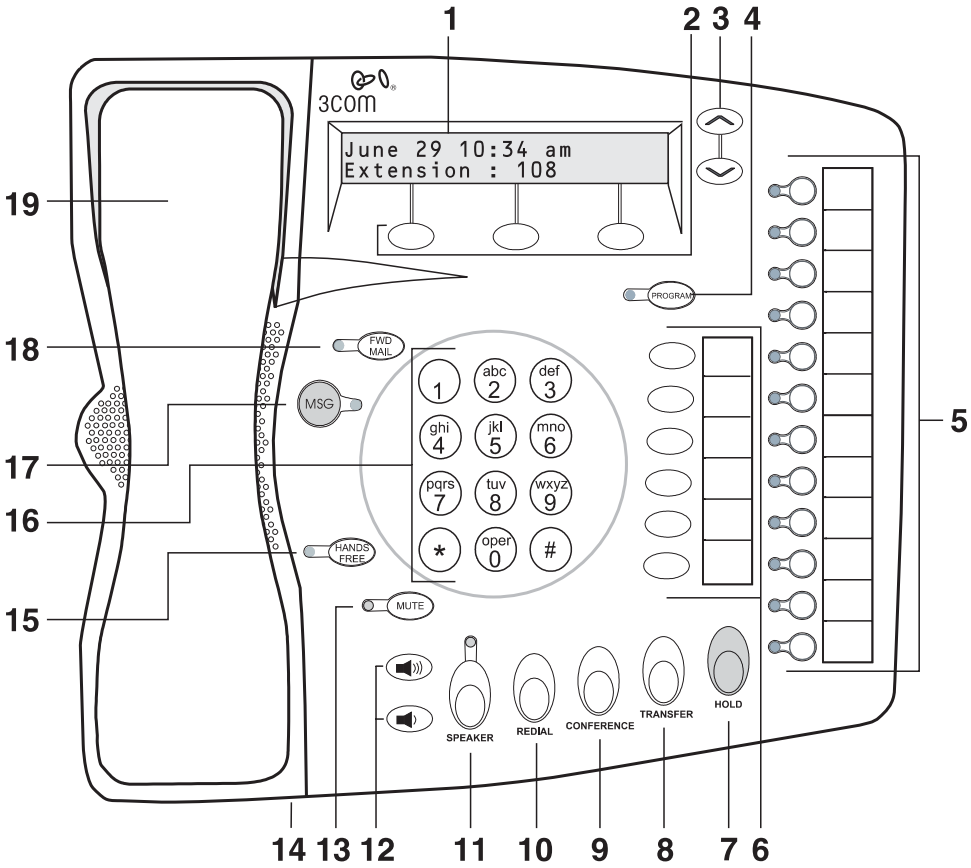
For how these features work on an analog telephone that is connected to the NBX system, click the NBX Feature Codes Guide *icon below any screen in the NBX NetSet utility.*

Downloaded from www.Manualslib.com manuals search engine

Telephone Buttons and Controls

Figure 3 shows the buttons and controls on the NBX 1102, 2102 and 2102-IR Business Telephones.

Figure 3 NBX Business Telephone (2102-IR Shown)



1 **Display panel** — Displays telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox. You can also use it to view these items:

- Logs of your recent missed, answered, and dialed calls
- A directory of people's names in your organization
- Personal speed dial numbers
- System-wide speed dial numbers

2 **Soft buttons** — Allow you to select items that are displayed in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7.

Downloaded from www.Manualslib.com manuals search engine

The soft buttons, from left to right, are:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit** (leaves the display panel menus)

3 **Scroll buttons (Up, Down)** — Allow you to scroll through the items in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7.

4 **Program button** — Reserved for future use.

5 **Programmable Access buttons and label area** — Allow you and your administrator to assign features to specific buttons. See "Programmable Access Buttons" and "Status Lights for System Appearance Buttons" later in this chapter.

6 **Programmable Access and label area** — Allow you and your administrator to assign features to specific buttons. See "Programmable Access Buttons" later in this chapter.

7 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

8 **Transfer button** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 7.

9 **Conference button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call" in Chapter 7.

10 **Redial button** — Redials the last telephone number or extension that you called. See "Redialing a Call" in Chapter 7.

11 **Speaker button** — Enables you to use the speaker phone feature. Press the **Speaker** button before you dial the call, when your telephone is ringing, or while a call is in progress. To turn the speaker phone off and resume the conversation, pick up the handset.

12 **Volume up and down buttons** — Raises and lowers the volume of the ringer, the speaker, the handset, or the headset. See "Setting the Volume" in Chapter 7.

13 **Mute button** — Enables you to prevent callers from hearing what you are saying during a telephone call. Press the **Mute** button to turn off the telephone's microphone when you are using the handset or when your telephone is in speaker phone mode. To turn off the Mute feature, press the **Mute** button again.

Downloaded from www.Manualslib.com manuals search engine

14 **Infrared Port (2102-IR only)** — Receives infrared signals from a hand-held device running the Palm Operating System. See "Palm Integration" in Chapter 8.

15 **Hands Free button** — Allows you to answer *internal* (intercom) calls without picking up the handset. To activate this feature, press the **Hands Free** button *before* calls come in to your telephone. When this feature is enabled, the indicator is lit. When you receive an internal call, your telephone sounds a tone and activates the speaker phone.

An external call (a call from outside your NBX system) rings to your telephone as usual.

16 **Telephone key pad**

17 **MSG (Message) button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 6. The status light beside this button acts as a message waiting indicator (you have one or more messages in your voice mailbox).

18 **FWD MAIL (Forward to Voice Mail) button** — Directs all incoming calls to your voice mail (or to wherever you have specified in **NetSet > User Information > Call Forward**) after one ring. See "Forwarding Incoming Calls to Your Call Coverage Point" in Chapter 6.

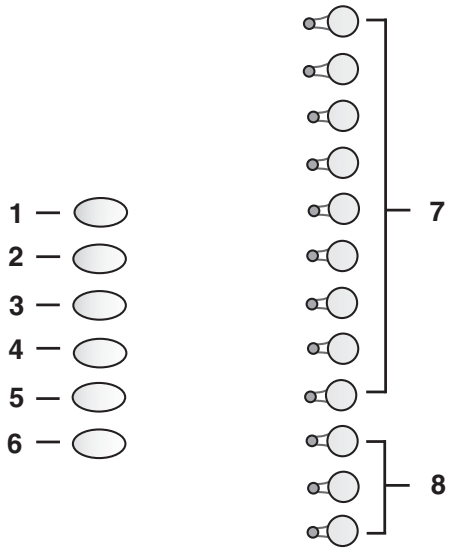
19 **Handset**

Downloaded from www.Manualslib.com manuals search engine

Programmable Access Buttons

Figure 4 displays the 18 programmable Access buttons. The **One-Touch Speed Dials** screen in the NBX NetSet utility shows your telephone's current button mappings.

Figure 4 Access Buttons on NBX 1102, 2102, and 2102-IR Telephones



Access buttons have these default settings, which your administrator can change:

1. **Feature button** — Allows you to access features that are not directly assigned to an Access button on your telephone. See the *NBX Feature Codes Guide* in the NBX NetSet utility for a list of features and codes.
2. **Direct Mail Transfer button** — Sends a call directly to another user's voice mailbox. See "Direct Mail Transfer" in Chapter 9.
3. **Call Park button** — Allows you to place a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 9.
4. **Flash button (analog line only)** — Toggles the current call to another call if the line has the Call Waiting service from your local telephone company, or enables call transfer if the line has the Call Transfer service.
5. **Unassigned** — This button has no default assigned function.
6. **Release button** — Disconnects calls. Useful when you use a telephone headset. See "Using a Headset" in Chapter 8.

Downloaded from www.Manualslib.com manuals search engine

7 Typically, you can use these nine buttons for personal speed dial settings, although the administrator can map them to other features. See "Speed Dials" in Chapter 8.

8 In most circumstances, your administrator designates these three system appearance buttons as lines for incoming and outgoing calls.

Status Lights for System Appearance Buttons

An Access button that is set up for incoming and outgoing calls is called a System Appearance button. The light beside each System Appearance button indicates the status. See Table 7.

Table 7 Status Indicator Lights for System Appearance Buttons

If the light is	The line is
Off	Available for use
Steady	In use
Blinking quickly	Ringing
Blinking slowly	On hold

Downloaded from www.Manualslib.com manuals search engine

4 NBX 3101 AND 3101SP BASIC TELEPHONES

This chapter describes the buttons, controls, and features on the NBX 3101 and 3101SP Basic Telephones.

The chapter covers these topics:

- Telephone Buttons and Controls
- Programmable Access Buttons
- Status Lights for System Appearance Buttons

For a description of the features on the NBX 3102 Business Telephone, see Chapter 2.

For a description of the features on the NBX 1102, 2102, and 2102-IR Business Telephones, see Chapter 3.

For a description of the features on the NBX 2101 Basic Telephone, see Chapter 5.

For how these features work on an analog telephone that is connected to the NBX system, click the NBX Feature Codes Guide *icon below any screen in the NBX NetSet utility.*

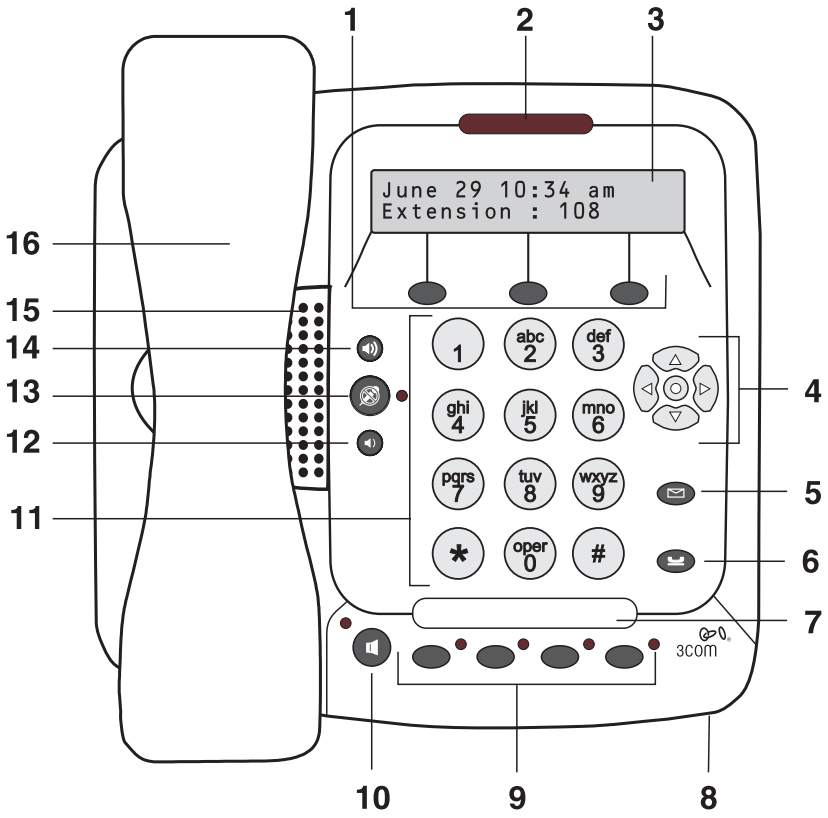
The NBX 3101 Basic Telephone (3C10401A) does not include a microphone, which means it does not support speaker phone operation. The NBX 3101SP Basic Telephone (3C10410SPKRA) has a microphone and supports speaker phone operation. All other features operate the same on the two telephones.

Downloaded from www.Manualslib.com manuals search engine

Telephone Buttons and Controls

Figure 5 shows the buttons and controls on the NBX 3101SP Basic Telephone. The NBX 3101 Basic Telephone does not include a microphone, **8**, or a speaker button and its indicator light, **10**. All other controls are identical on the two telephones.

Figure 5 NBX 3101SP Basic Telephone



1 **Soft buttons** — Allow you to select items that are displayed in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7. The buttons, from left to right, are:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit** (leaves the display panel menus)

2 **Message Waiting Indicator (MWI)** — When lit, indicates that you have one or more new voice mail messages in your voice mailbox. Also, this indicator flashes when your telephone rings.

Downloaded from www.Manualslib.com manuals search engine

3 **Display panel** — Displays telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox. You can also use it to view these items:

- Logs of your recent missed, answered, and dialed calls
- A directory of people's names in your organization
- Personal speed dial numbers
- System-wide speed dial numbers

4 **Scroll buttons (Up, Down, Left, Right, Center)** — Allow you to scroll through the items in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7. The left, right, and center buttons are reserved for future use.

5 **Message button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 6.

6 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

7 **Label area for Access buttons** — You can use the NBX NetSet utility to create a new label if you change any button mappings.

8 **Microphone (3101SP only)** — Activated when the telephone is in speaker phone mode, that is, after you press the (speaker) button. For best results, keep the area around the microphone free of obstructions. To minimize the effects of background noise, the microphone is directional; it performs best when you are directly in front of the telephone.

9 **Programmable Access buttons** — Allow you and your administrator to assign features to specific buttons. See "Programmable Access Buttons" and "Status Lights for System Appearance Buttons" later in this chapter.

10 **Speaker button (3101SP only)** — Enables you to use the speaker phone feature. Press the button before you dial the call, when your telephone is ringing, or while a call is in progress. To turn the speaker off and resume the conversation, pick up the handset.

The NBX 3101SP Basic Telephone includes a microphone and supports speaker phone operation. The NBX 3101 Basic Telephone does not support speaker phone operation and it does not have a button.

11 **Telephone key pad**

12 **Volume down** — Lowers the volume of the ringer, the speaker, or the handset. See "Setting the Volume" in Chapter 7.

Downloaded from www.Manualslib.com manuals search engine

13 **Mute button** — Enables you to prevent callers from hearing what you are saying during a telephone call, although you can still hear them. Press the ⊗ button to turn off the telephone's mouthpiece when you are using the handset or the microphone (3101SP only) when your telephone is in speaker phone mode. To turn off the Mute feature, press the ⊗ button again. The indicator lamp is lit when the Mute feature is enabled.

14 **Volume up** — Raises the volume of the ringer, the speaker, or the handset.See "Setting the Volume" in Chapter 7.

15 **Speaker**

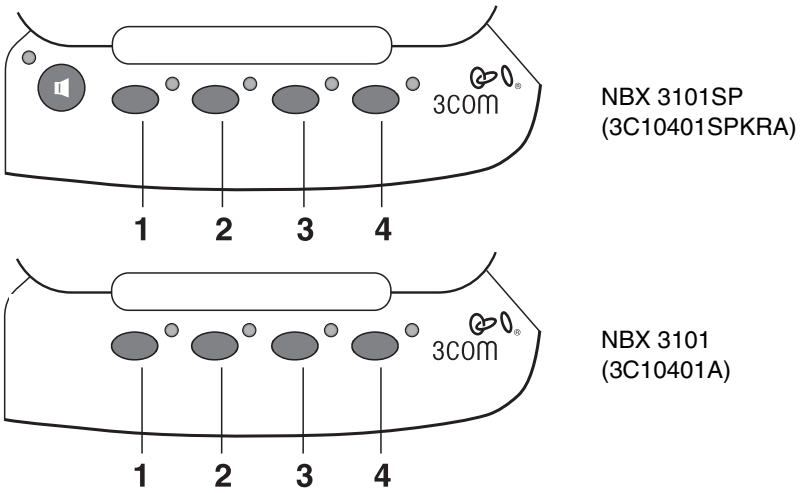
16 **Handset —** Supports wide band audio.

Programmable Access Buttons

Figure 6 displays the Access buttons on the NBX 3101 and 3101SP Basic Telephones. By default, the functions assigned to these buttons are set by your administrator and you cannot change their functions unless your administrator defines one or more buttons as User Speed Dials.

To view or change the current features on your telephone's buttons, click the **Shortcut to One-Touch Speed Dials** icon below any NBX NetSet utility screen. Buttons that you can change are marked with an asterisk and the description "User SPD" on the One-Touch Speed Dials screen. Click the Help button on the screen for detailed instructions.

Figure 6 Access Buttons



Downloaded from www.Manualslib.com manuals search engine

Access buttons have these default settings:

1 **System Appearance button 1.**

2 **System Appearance button 2.**

3 **Feature button** — Allows you to access features that are not directly assigned to an Access button on your telephone. See the *NBX Feature Codes Guide* in the NBX NetSet utility for a list of features and codes and how to use them.

4 **Transfer button** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 7.

The telephone LabelMaker, which is available through the NBX NetSet utility, enables you to define and print a new label for your Access buttons.

Status Lights for System Appearance Buttons

An Access button that is set up for incoming and outgoing calls is called a System Appearance button. The light beside each System Appearance button indicates the status. See Table 8.

Table 8 Status Indicator Lights for System Appearance Buttons

If the light is	The line is
Off	Available for use
Steady	In use
Blinking quickly	Ringing
Blinking slowly	On hold

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

5 NBX 2101 BASIC TELEPHONE

This chapter describes the buttons, controls, and features that are specific to the NBX 2101 Basic Telephone. It covers these topics:

- Telephone Buttons and Controls
- Programmable Access Buttons
- Status Icons

For a description of the features on the NBX 3102 Business Telephone, see Chapter 2.

For a description of the features on the NBX 1102, 2102, and 2102-IR Business Telephones, see Chapter 3.

For a description of the features on the NBX 3101 and 3101SP Basic Telephones, see Chapter 4.

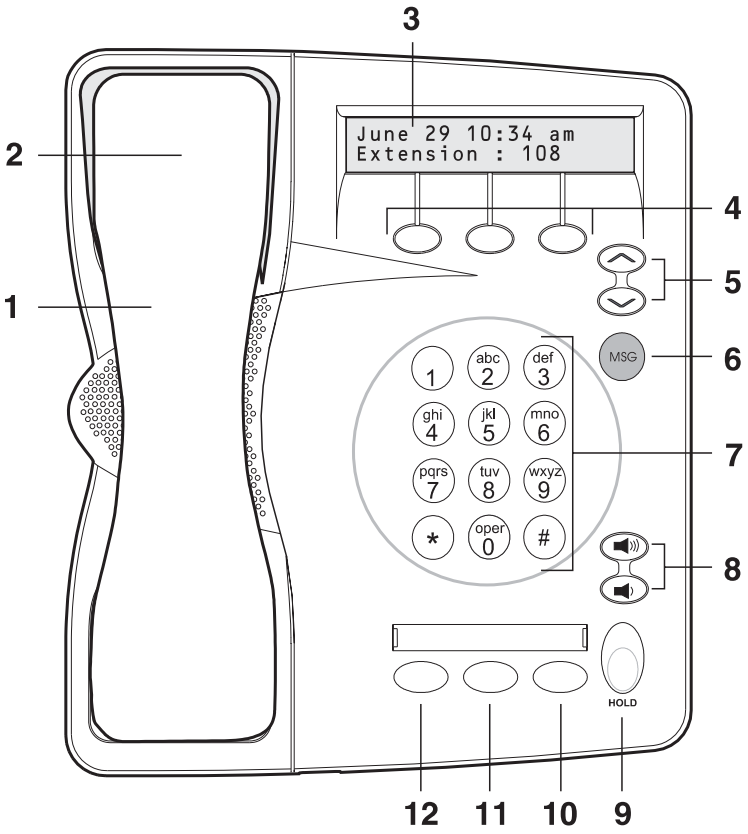
For how these features work on an analog telephone that is connected to the NBX system, click the NBX Feature Codes Guide *icon below any screen in the NBX NetSet utility.*

Downloaded from www.Manualslib.com manuals search engine

Telephone Buttons and Controls

Figure 7 shows the buttons and controls on the NBX 2101 Basic Telephone.

Figure 7 NBX 2101 Basic Telephone



The NBX 2101 Basic Telephone has these features:

1 **Handset**

2 **Hook switch (under the handset)** — Pressing and releasing the hook switch gives you a dial tone. This feature is used with Call Park. See "Call Park" in Chapter 9.

3 **Display panel** — Displays telephone status messages (see Table 9), Caller ID, Locked Telephone, and other feature information (if enabled), and the number of messages in your voice mail mailbox. You can also use it to view these items:

- Logs of your recent missed, answered, and dialed calls
- A directory of people's names in your organization

Downloaded from www.Manualslib.com manuals search engine

- Personal speed dial numbers
- System-wide speed dial numbers

4 **Soft buttons** — Allow you to select items that are displayed in the telephone display panel. See "More Ways to Dial a Call" in Chapter 7. The buttons, from left to right, are:

- **Slct** (Select)
- **Back** (returns you to the next higher level in the menu)
- **Exit** (leaves the display panel menus)

5 **Scroll buttons** — Allow you to scroll through the items in the telephone display panel. See "Using the NBX Telephone Display Panel" in Chapter 7.

6 **MSG (Message) button** — Accesses your voice mail messages through the NBX Messaging system. See "Listening to NBX Messages" in Chapter 6.

7 **Telephone key pad**

8 **Volume control buttons** — Raise or lower the volume of the ringer, the handset, or the headset. See "Setting the Volume" in Chapter 7.

9 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

10 **Transfer button** — (factory default setting) Sends the currently active call to another telephone. See "Programmable Access Buttons" later in this chapter.

11 **Call Toggle button** — (factory default setting) Similar to a Hold button, enables you to switch between two calls. See "Programmable Access Buttons" later in this chapter.

12 **Feature button** — (factory default setting) See "Programmable Access Buttons" later in this chapter.

Downloaded from www.Manualslib.com manuals search engine

Programmable Access Buttons

The NBX 2101 Basic Telephone has three programmable Access buttons. The factory-default settings for these buttons are (from left to right):

- **Feature** — Allows you to access features that are not directly assigned to an Access button on your telephone. See the *NBX Feature Codes Guide* in the NBX NetSet utility for a list of features and codes and how to use them.
- **Call Toggle** — Available only on the NBX 2101 Basic Telephone. Use this button to manage two telephone calls at the same time. See "Answering a Call" in Chapter 7.
- **Transfer** — Sends the currently active call to another telephone. See "Transferring a Call" in Chapter 7.

Your administrator can program these buttons for other commonly used functions. However, changing the settings for the Feature or Call Toggle buttons greatly reduces your ability to use some of the NBX system features.

Status Icons

Your NBX 2101 Basic Telephone allows you to use two telephone lines at the same time.

On the display panel, the behavior of the telephone icon next to the number **1** (for Line 1) on the first row, or **2** (for Line 2) on the second row, indicates the status of the lines. See Table 9.

Table 9 Status Indicator Behavior for the Telephone Icons in the Display Panel

If the telephone icon is	The line is
Not displayed	Available for use
Steady	In use
Blinking quickly	Ringing
Blinking slowly	On hold

Downloaded from www.Manualslib.com manuals search engine

6 NBX Messaging

This chapter describes the NBX® Networked Telephony Solutions voice messaging features. It covers these topics:

- NBX Messaging Components
- Changing Your Password
- Changing Your Name Announcement and Personal Greeting
- Listening to NBX Messages
- Replying to a Message
- Forwarding a Message
- Creating and Sending a Message
- Creating Personal Voice Mail Group Lists
- Marking a Message as Private or Urgent
- Forwarding Incoming Calls to Your Call Coverage Point
- Other Ways to Manage Your Voice Mail Messages
- Other Kinds of Mailboxes

Downloaded from www.Manualslib.com manuals search engine

NBX Messaging Components

A key component of the NBX Networked Telephony Solutions is the NBX Messaging system, which includes voice mail, off-site notification, and several administrative features. Voice mail allows callers to leave voice messages in your voice mailbox when you are not able to answer your telephone. You can listen to, save, and forward those messages from any touch-tone telephone.

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter. ***Exception:*** *Use the procedures in "Changing Your Password" regardless of your messaging application.*

Important Considerations

- The steps are the same for initially setting up the name announcement, personal greetings, and passwords for personal, greeting-only, and phantom voice mailboxes. See "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1 for details. (Your administrator creates group mailboxes and their passwords.)
- For changes to passwords and greetings, see "Changing Your Password" and "Changing Your Name Announcement and Personal Greeting" later in this chapter.
- The default setting for the maximum length of each voice mail message on the system is 5 minutes. Your administrator can configure your organization's NBX Messaging system to receive and store voice mail messages that are up to 10 minutes long.
- Use the *Off-Site Notification* feature if you want the NBX system to notify you when callers leave voice mail messages in your voice mailbox. See "Off-Site Notification" in Chapter 8.

For information on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet™ utility.*

Downloaded from www.Manualslib.com manuals search engine

Changing Your Password

You use the same 4-digit to 10-digit password to log in to the NBX NetSet utility and to access your NBX voice mail. You can change this password with your telephone (using the NBX voice prompts or a feature code) or through the NBX NetSet utility.

To set up your password for the first time, see Table 4 and "NBX NetSet Utility" in Chapter 1. Table 4 also describes how to change your password.

If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 4 in Chapter 1 to change it to a more secure password. Also see "Security Tips" next.

If your NBX system uses a messaging system other than NBX Messaging:

- *Use the feature code method described in Table 4 in Chapter 1 to set and change the NBX NetSet password.*
- *3Com recommends that you use the same password for your voice messaging system and for the NBX NetSet utility.*

Security Tips

- Change your password often.
- Do not use passwords that can easily identify you, such as your phone extension or birth date.
- Avoid simple passwords such as 1234 or 0000.
- Use numbers only; do not use * or # as part of your password.
- Longer passwords are more secure. You can use up to 10-digits for your password.
- Never tell your password to anyone.

Downloaded from www.Manualslib.com manuals search engine

Changing Your Name Announcement and Personal Greeting

Your name announcement tells callers that they have reached your voice mailbox. Your personal greeting lets callers know important information about you, for instance, that you are on vacation, available at another number, or unavailable for a specified amount of time. Change your personal greeting often, to ensure that callers hear up-to-date information.

If appropriate, you may also want to change the greeting for an extension that is a "greeting-only mailbox," so that callers do not attempt to leave messages. See "Greeting-Only Mailbox" later in this chapter.

To change your name announcement or personal greeting:

1. Log in to your mailbox at your telephone or remotely.
2. Press **9** for **Mailbox Options** and then press **1**.
3. To review or change your name announcement, press **1** and follow the prompts.
4. To review or change your personal greeting, press **2** and follow the prompts.

If you forget your password, the administrator can set it to be your extension number. Then follow the instructions in Table 4 in Chapter 1 to change it to a more secure password. Also see "Security Tips" earlier in this chapter.

Listening to NBX Messages

You can listen to your NBX voice mail messages from your NBX Telephone, from any touch-tone telephone, or by logging in to the NBX NetSet utility. After you listen to messages, you can save or delete them to clear them from the New Messages queue. For how to set up your NBX NetSet password the first time, see Table 4 and "NBX NetSet Utility" in Chapter 1.

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.

Downloaded from www.Manualslib.com manuals search engine

Message Indicators

Here is how you can tell if you have messages in your mailbox:

- **On an NBX 3102 Business Telephone** — The indicator bar above the display panel is lit, and the display panel shows the number of messages. Example: **3 Msgs 2 New**.
- **On an NBX 1102, 2102, or 2102-IR Business Telephone** — The indicator next to the **MSG** button is lit, and the display panel shows the number of messages. Example: **3 Msgs 2 New**.
- **On an NBX 3101 or 3101SP Basic Telephone** — The indicator bar above the display panel is lit, and the display panel shows the number of messages. Example: **3 Msgs 2 New**.
- **On an NBX 2101 Basic Telephone** — The display panel shows the number of messages. Example: **3 Msgs 2 New**.
- **On an analog telephone** — Pick up the handset. If you hear the New Messages Tone (rapid stutter tone), you have new messages or messages that you have listened to but have not yet saved or deleted. For information on accessing NBX features from an analog telephone, see the *NBX Feature Codes Guide* in the NBX NetSet utility.
- **In the NBX NetSet utility** — Log in as a user. The list of your messages appears in the Voice Mail Messages area on the **NBX NetSet > User Information** screen. A new message has a ***** next to it. A forwarded messages has **-->Fw:** next to it.

LIstening from Your Computer

To listen to your messages from your computer, you must have a way of playing audio files:

- A USB audio device such as a USB headset and an operating system that supports USB

  OR

- A sound card, a third-party application such as Windows Media Player, and either headphones or speakers

1. Log in to the NBX NetSet utility with your extension and password.
2. Select a message in **User Information > Voice Mail Messages.**
3. Click **Listen.**
4. The third-party application downloads the voice message and plays it.
5. To delete the message, select the message and then click **Delete.**

Downloaded from www.Manualslib.com manuals search engine

LIstening from Your NBX Telephone

To listen to your messages from your own NBX Business or Basic Telephone:

1. Pick up the handset and press the **MSG** button (1102, 2102, 2102-IR, and 2101) or the ✉ button (3102, 3101, and 3101SP) to access the mailbox.
2. At the prompt, type your password and press **#**.
3. See Table 10 for the buttons that you use to manage your messages.

Listening from Any Internal NBX Telephone

To listen to your messages from any NBX Telephone other than your own within your NBX system:

1. Pick up the handset and press the **MSG** button (1102, 2102, 2102-IR, and 2101) or the ✉ button (3102, 3101, and 3101SP).
2. Press ***** and dial your extension. You hear your name announcement.
3. Dial your password and press **#**.
4. See Table 10 for the buttons that you use to manage your messages.

Listening from an External Location

To listen to your messages from an external telephone:

- **If you can dial your telephone extension directly** — Press ***** during your personal greeting. At the prompts, enter your extension and password, and press **#**.
- **If you call the main telephone number of your organization and:**
  - **The Automated Attendant answers** — Press *** *** during your personal greeting. At the prompts, enter your extension and password, and press **#.**
  - **The receptionist answers** — Ask to be transferred to your voice mail. Press ***** during your personal greeting. At the prompts, enter your extension and password, and press **#**.

Downloaded from www.Manualslib.com manuals search engine

Managing Your Messages

See Table 10 for the buttons that you use to manage your messages.

Table 10

1	Play or repeat a message.
abc 2	Save the message.
def 3	Delete the message from your mailbox. *You cannot retrieve a message after you delete it.*
ghi 4	Reply to the message. See "Replying to a Message" later in this chapter.
jkl 5	Forward the message. See "Forwarding a Message" later in this chapter.
mno 6	Listen to date, time, and sender information about the message. See "Information About Your Messages" next.
pqrs 7	Back up 5 seconds in the current message.
tuv 8	Pause the current message for up to 20 seconds.
wxyz 9	Move ahead 5 seconds in the current message.
#	Move to the next message.
*	Return to the main menu.

Information About Your Messages

To listen to date, time, and sender information about a message in your mailbox, press **6** during or after the message, and then press one of these buttons:

1	Date and time information.
abc 2	Sender information.
ghi 4	Listen to the previous message.

Downloaded from www.Manualslib.com manuals search engine

Replying to a Message

You can send a reply to the originator of a voice mail message, provided that the NBX system has received the necessary caller ID information.

If you receive a message that is marked Private, you can reply to the originator, but you cannot forward the message to others.

To reply to a message after you listen to it:

1. Press **4**.
2. After the tone, record your reply.
3. Hang up, or press **#** for more options.
4. If you press **#**, press one of these buttons:

1	Send your reply.
abc 2	Re-record your reply.
def 3	Listen to your reply.
wxyz 9	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

Downloaded from www.Manualslib.com manuals search engine

Forwarding a Message

You can forward most messages, with or without comments.

If you receive a message that is marked Private, you cannot forward it.

To forward a message:

1. Log in to your voice mailbox at your telephone or remotely.
2. Listen to a message that you want to forward, and press **5**.
3. After the tone, record an introductory message and then press **#** OR if you choose not to record a comment, press **#** when you hear the tone.
4. Optionally, press one of these buttons, OR proceed to step 5.

abc 2	Re-record your introductory comment.
def 3	Listen to your introductory comment.
wxyz 9	Mark the message **Private** or **Urgent**. See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel your message.

5. When you are ready to forward the message, press **1**.
6. Dial one of these destination numbers plus **#**:
   - The internal extension or mailbox number of the recipient
   - A One-Touch (not available on NBX Basic Telephones), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 8.
   - A personal voice mail group list number. (See "Creating Personal Voice Mail Group Lists" later in this chapter.)
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system)

For valid site codes in your organization, see your administrator.

7. To forward the message to several recipients, dial each destination number followed by **#**.
8. After the last destination number and its **#**, press **#**. Your message is sent.
9. Follow the prompts to delete or save the message that you just forwarded.

Downloaded from www.Manualslib.com manuals search engine

Creating and Sending a Message

To create and send a message directly without actually making a call, follow these steps:

1. Log in to your mailbox at your telephone or remotely.
2. Dial **2** to select **Create and Send a Message**.
3. At the tone, record a message that is at least 2 seconds long, and press **#** to end the recording.
4. Optionally, press one of these buttons, OR proceed to step **5**.

abc 2	Re-record the message.
def 3	Review the message.
wxyz 9	Mark the message **Private** or **Urgent.** See "Marking a Message as Private or Urgent" later in this chapter.
*	Cancel the message.

5. When you are ready to send the message, press **1**.
6. Dial one of these destination numbers plus **#**:
   - The internal extension or mailbox number of the recipient
   - A One-Touch (not available on NBX Basic Telephones), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 8.
   - A personal voice mail group list number. (See "Creating Personal Voice Mail Group Lists" later in this chapter.)
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system)

For valid site codes in your organization, see your administrator.

7. To send the message to several recipients, dial each destination number followed by **#**.
8. After the last destination number and its **#**, press **#**. Your message is sent.

Downloaded from www.Manualslib.com manuals search engine

Creating Personal Voice Mail Group Lists

A Personal Voice Mail List, also called a mail group, is a collection of extensions to which you assign a special "group number." Use it to send a message to everyone on the list at the same time.

A Personal Voice Mail List is not the same as a Hunt Group or Calling Group. See "Hunt Groups and Calling Groups" in Chapter 9.

To create a personal voice mail list (mail group):

1. Log in to your mailbox at your telephone or remotely.
2. Dial **9** for **Mailbox Options**.
3. Dial **3** for **Group Lists**, and then **2** for **Create Group**.
4. Dial any 2-digit number, which becomes the Group Number.
5. After the tone, speak a name for the group, and press **#**. Write down the group number and name.
6. Dial one of these numbers:
   - **1** to save the group name and proceed to step **7**
   - **2** to change the group name and return to step **5**
   - ***** to exit without saving
7. Dial one of these destination numbers plus **#**:
   - The internal extension or mailbox number of the recipient
   - A One-Touch (not available on NBX Basic Telephones), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 8.
   - A site code plus extension (to send to a user on another NBX system in your organization). Example: *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system)

   For valid site codes in your organization, see your administrator.
8. When you have added all of the destination numbers, press:
   - **1** to save the group list
   - **2** to cancel creating the group
   - ****** to return to the previous menu

   OR hang up.

Downloaded from www.Manualslib.com manuals search engine

Modifying or Deleting Groups

You can review your voice mail groups, add members, or delete a group.

To review or modify a voice mail group:

1. Log in to your mailbox at your telephone or remotely.
2. Dial **9** for **Mailbox Options**.
3. Dial **3** for **Group Lists**.
4. Press **1**, **3**, or **4**:

1	Review your list of groups.
abc 2	Create a group.
def 3	Delete a group.
ghi 4	Add or delete group members. See step 5.
*	Return to the main menu.

5. To add members to a group or delete members from one, press **4**.
   a. To add one or more members to the group, dial one of these destination numbers plus **#**:
      - The internal extension or mailbox number of the recipient
      - A One-Touch (not available on NBX Basic Telephones), personal, or system-wide speed dial number. See "Speed Dials" in Chapter 8.
      - A site code plus extension (to send to a user on another NBX system in your organization). Example: *neee* or *neeee* (where *n* = one or more site code digits and *e* = the extension digits on the other system). For valid site codes for your organization, see your administrator.
   b. To delete one or more members from the group, dial the destination number that you want to delete and then press **1**.
6. When you have added or deleted all of the destination numbers, press:
   - **1** to save the modified group list
   - **2** to cancel this modification to the group
   - ****** to return to the previous menu

   OR hang up.

Downloaded from www.Manualslib.com manuals search engine

Marking a Message as Private or Urgent

When you compose a voice message, you can select *Private* or *Urgent* from the delivery options. If you do not select a delivery option, your message is sent as a Normal message.

- **Private Messages** — The recipient cannot forward the message to others.
- **Urgent Messages** — Places the message at the beginning of the recipient's message queue. Urgent messages are heard first.

1. Follow the steps in "Replying to a Message", "Forwarding a Message", or "Creating and Sending a Message" earlier in this chapter.
2. In step **4** of those instructions, press **9**.
3. To mark the message **Urgent,** press **1**. To mark the message **Private,** press **2**.
4. To send the marked message, press **1**, or listen to the prompts for other choices.

Forwarding Incoming Calls to Your Call Coverage Point

You can configure your NBX Telephone so that all incoming calls go directly to your call coverage point, which may be your voice mailbox, the Auto Attendant or receptionist, or a different telephone number. When a call comes in, the telephone rings once, which gives you the chance to answer the call, and then sends the call to your call coverage point.

On an NBX 3102 Business Telephone:

1. Press the **(Forward to Mail)** button. The indicator light turns on.
2. To turn off Forward to Mail, press the button again. The light turns off.

On an NBX 1102, 2102, or 2102-IR Business Telephone:

1. Press the **FWD MAIL (Forward to Mail)** button. The indicator light turns on.
2. To turn off Forward to Mail, press the button again. The light turns off.

On an NBX 2101, 3101, or 3101SP Basic Telephone:

1. Pick up the handset.
2. Press the **Feature** button and **440**. **FWD** appears in the display panel.
3. To turn off Forward to Mail, pick up the handset and press the **Feature** button and **440** again. **FWD** disappears from the display panel.

Downloaded from www.Manualslib.com manuals search engine

To prevent the telephone from ringing even once, use the Do Not Disturb feature. See "Do Not Disturb" in Chapter 8.

To view your current Forward Calls to Mail setting, log in to **NBX NetSet > User Information > Feature Settings.**

Other Ways to Manage Your Voice Mail Messages

You can listen to and, in some configurations, delete your voice messages from within an e-mail application or a messaging application using your Internet browser. For details, see "Listening to Your Messages in Your E-mail or Browser" in Chapter 9.

Other Kinds of Mailboxes

The NBX system allows *you* (for the greeting-only mailbox) or the *administrator* (for phantom or group mailboxes) to set up mailboxes for special situations, as described in this section.

Greeting-Only Mailbox

When you designate your mailbox as a *greeting-only mailbox*, callers hear your personal greeting but they cannot leave a voice mail message.

To change your voice mailbox to a greeting-only mailbox, select **NBX NetSet > NBX Messaging > Greeting Only Mailbox**.

Examples:

- When you take an extended leave of absence, you can create a personal greeting with your scheduled date of return and whom to call during your absence. Callers can be transferred but are unable to leave voice messages for you. When you return, clear the Greeting Only Mailbox check box so that callers can leave messages again.
- If you are a teacher, you can create a new personal greeting on the school's NBX system every day to explain homework assignments. Students call in to the greeting-only mailbox to get the homework information but cannot leave a message for you on this mailbox.
- If you are the administrator, you can create a greeting-only mailbox and use the personal greeting to post information for employees, such as a notice that the offices are closed because of bad weather.

When you create the personal greeting, remember to tell callers that they cannot leave messages in this voice mailbox. For instructions on changing the personal greeting, see "Changing Your Name Announcement and Personal Greeting" earlier in this chapter.

Downloaded from www.Manualslib.com manuals search engine

In addition to preventing a caller from leaving a message, a greeting-only mailbox does not allow anyone to forward or create and send a message to it or reply to a message that was sent from its extension

Avoid adding a greeting-only mailbox to a personal voice mail group list.

Phantom Mailbox

A *phantom mailbox* does not have an actual telephone associated with it. The administrator sets up a phantom mailbox.

Examples:

- If you are a sales representative who travels constantly for your organization and never comes into the office, you still need a way to receive telephone messages. Using your phantom mailbox, you can retrieve, forward, and save messages in the same way that any other employee can but without a physical telephone connected to your NBX system.
- If you are an employee who lives a long distance from your office and works from home, customers and others can leave messages in the your phantom mailbox and you can call in to the NBX system to retrieve them, or you can listen to them from the NBX NetSet utility.

You retrieve messages from a phantom mailbox in the same way that you retrieve messages from a personal mailbox. See "Listening to NBX Messages" earlier in this chapter.

Group Mailbox

A *group mailbox* is a voice mailbox from which a group of users can retrieve messages. Your administrator creates group mailboxes and can explain how to retrieve messages that are left in the group mailbox.

Example:

- During nonbusiness hours, the system can send incoming telephone calls for your sales department to a group mailbox. Your administrator assigns to the appropriate sales people the ability to listen to, forward, or otherwise handle all messages that are directed to the group mailbox.

Your administrator can assign (map) a Message Waiting Indicator for the group mailbox to an Access button on the NBX Business Telephone of each group member. The light next to the mapped button indicates when the group mailbox has messages in it. Any group member can press the button to retrieve messages from the group mailbox.

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

7 Standard Features

This chapter describes standard features of the NBX Business and Basic Telephones. It covers these topics:

- Answering a Call
- Using the NBX Telephone Display Panel
- More Ways to Dial a Call
- Setting Your Call Coverage Point
- Putting a Call on Hold
- Transferring a Call
- Direct Mail Transfer
- Establishing a Conference Call
- Setting the Volume

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet utility.*

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter.

Downloaded from www.Manualslib.com manuals search engine

Answering a Call

To answer an incoming call, pick up the handset. Or if you are using an NBX Business Telephone you can press the **Speaker** button. If you are using an NBX 3101SP Basic Telephone, you can press (Speaker).

Caller ID

The display panel on your NBX Telephone shows the name and extension of an internal caller. For an external caller, if your organization purchases Caller ID service from your telephone company and if the external caller allows Caller ID information to be broadcast, the display panel shows the external caller's name and telephone number.

An unanswered call on any telephone on the NBX system is forwarded to the call coverage point that you specify in **NBX NetSet > User Information > Call Forward**. To specify the number of times that your telephone rings before the call is forwarded or to specify where you want the call to go, see "Setting Your Call Coverage Point" later in this chapter.

Answering a Second Call

On NBX Business Telephones or 3101 and 3101SP Basic Telephones, when a new call arrives while you are on a call:

1. Press **Hold** (3102, 1102, 2102, 2102-IR) or (3101, 3101SP) to put the current call on hold.
2. Press the Access button for the line on which the new call is arriving.
3. To return to the earlier call, hang up the new call, or put it on hold, or transfer it, and then press the Access button for the original call.

On the NBX 2101 Basic Telephone, use Table 11 to manage the two lines.

Table 11 Managing Multiple Calls on the NBX 2101 Basic Telephone

Line A	Line B	How to Manage New Calls
Active call	Ringing	To answer the incoming call, press Call Toggle. (If you do not answer, the system sends the second call to your call coverage point.)
Active call	On hold	To toggle to the call that is on hold, press Call Toggle. To return to the first call, press Call Toggle.

Downloaded from www.Manualslib.com manuals search engine

Table 11 Managing Multiple Calls on the NBX 2101 Basic Telephone (continued)

Line A	Line B	How to Manage New Calls
On hold	Ringing	If you have placed one call on hold: ■ And you *do not* hang up the handset, and the other line rings, press Call Toggle to return to the call on hold. Then press Call Toggle to answer the incoming call. ■ And you *do* hang up the handset and the other line rings, pick up the handset to connect to the incoming call. Press Call Toggle to switch calls.
On hold	On hold	If you have placed two calls on hold: ■ And you *do not* hang up the handset, press Call Toggle to return to the call you most recently placed on hold. Then press Call Toggle again to return to the line you first placed on hold. ■ And you *do* hang up the handset, pick up the handset to return to the call you most recently placed on hold. Then press Call Toggle to be connected to the line you first placed on hold.
Active or on hold	On hold	If a third call comes in while you have one active call and one on hold, or two calls on hold, the system forwards the third caller directly to your call coverage point. See "Setting Your Call Coverage Point" in Chapter 7 for call forwarding details.

See also "Status Icons" in Chapter 5 for the indicators in the NBX 2101 Basic Telephone's display panel during these calls.

Using the NBX Telephone Display Panel

Use the telephone display panel of your NBX Telephone to dial a number:

- **Call Logs** — Logs of the most recent calls to and from your telephone (Missed Calls, Answered Calls, Dialed Calls).
- **Directory** — A list of the users on your system and their extensions
- **Personal Speed Dials** — A list of personal speed dial numbers that you have set in **NBX NetSet > Speed Dials**
- **System-wide Speed Dials** — A list of the system-wide speed dial numbers set by your administrator. You can print and view these numbers in **NBX NetSet > System Speed Dials.**

Downloaded from www.Manualslib.com manuals search engine

To access the display panel lists:

1 Pick up the handset. Press the up or down scroll key to the right of the display.

On NBX Business Telephones or 3101 and 3101SP Basic Telephones, you can press a scroll key and select a number to dial without picking up the handset. Note, however, that the 3101 Basic Telephone does not support speaker phone operation. With the 3101, you must use the handset to speak to the person on the call.

2 Use the scroll keys to move through the lists. When you see the list that you want to use, press the button under **Slct** (Select).

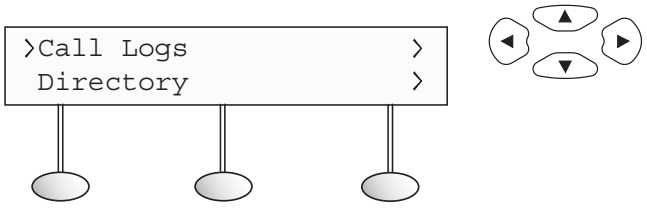
3 Use the scroll keys to move to the name or number that you want to call. Verify that the cursor is at the entry you want, and press the button under **Slct**.

4 To move back to the previous menu, press the button under **Back**.

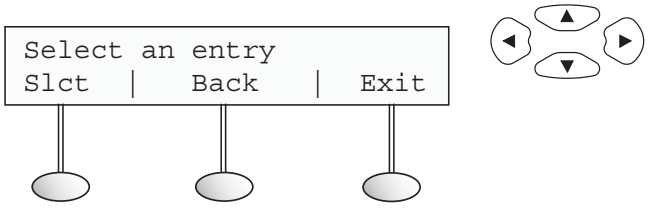
5 To leave the lists entirely, press the button under **Exit**, or press an Access button that is programmed for **Release**, or hang up.

Tips on Using the Lists

After you press the up or down scroll key (3102 Business Telephone scroll keys shown), if you do not select an item immediately, the display alternates between the list:

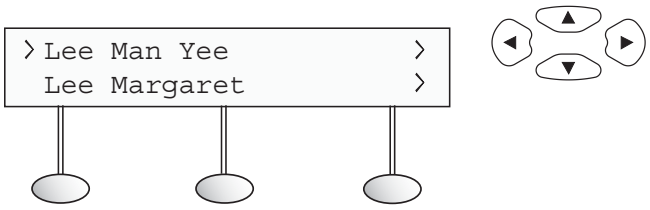


and the menu choices:



Downloaded from www.Manualslib.com manuals search engine

In the user directory, names appear in alphabetical order, by last name. The system updates the directory when the administrator adds or removes users.



In the user directory, to move quickly to the first name that begins with a particular letter, you can use the key pad. For example: press **3** to show the first name that begins with D; press **3** twice to move to the first name that begins with E; press **3** three times to move to the first name that begins with F. Then scroll up or down to the name that you want.

More Ways to Dial a Call

This section describes other standard dialing features. For information on dialing from an analog telephone, see the *NBX Feature Codes Guide* in the NBX NetSet utility.

An Internal Call

To dial an internal call:

1. Pick up the handset or, on NBX Business Telephones, press the **Speaker** button. On a 3101SP Basic Telephones, you can press the button. You hear the dial tone. For an internal call, if your telephone line appearances are mapped to external lines or if you inadvertently chose an external line, select an internal line.
2. Use the display panel to find and dial the last name of the person whom you want to call in the user directory, find and dial one of the numbers in a speed dial directory, or dial the person's 3-digit or 4-digit extension.
3. When you are finished, hang up the handset, or if you are using the Speaker, press the **Speaker** or the button again to end the call.

   For details about placing calls to remote or branch offices, see "Dialing a Call to a Remote Office" in Chapter 9.

An External Call

To dial an external call:

1. Pick up the handset or, on NBX Business Telephones, press the **Speaker** button. On a 3101SP Basic Telephones, you can press the button. You hear the Dial Tone. If your line appearance is mapped to an internal line, dial **9, 8** or whatever you need to access an external line. If you are using

Downloaded from www.Manualslib.com manuals search engine

an NBX Business Telephone or the 3101SP Basic Telephone and one of the Access buttons is configured to access an external line directly, press that button.

2 Dial the number, or use the display panel on an NBX Telephone to scroll to a missed, answered, or dialed number, or a personal or system-wide speed dial number. If you have programmed one of the One-Touch buttons on the NBX Business Telephone, press that button.

3 When you finish speaking, hang up the handset, or if you are using the Speaker, press the **Speaker** or the button again to end the call.

Redialing a Call

On an NBX Business Telephone:

- Pick up the handset and press **Redial** to dial the most recent number that you called.

  OR

- Use the Call Logs to redial a recently missed, answered, or dialed call.

On an NBX Basic Telephone:

- Pick up the handset and then press the **Feature** button + **401** to dial the most recent number that you dialed.

  OR

- Use the Call Logs on the display panel to redial a recently missed, answered, or dialed call.

Setting Your Call Coverage Point

Calls that come in directly to your extension go to the call coverage point that you specify in the NBX NetSet utility.

Calls that come to your telephone through hunt groups and calling groups follow the call coverage path that your administrator sets up for the group. See "Hunt Groups and Calling Groups" in Chapter 9.

Use this feature to specify:

- How many times you want your telephone to ring before the system forwards unanswered calls
- Your call coverage point, which is where you want your calls to go when you do not answer

Downloaded from www.Manualslib.com manuals search engine

To change the number of rings or the call coverage point:

1. Log in to **NBX NetSet > User Information > Call Forward**.
2. Select your choice for the **Number of rings before forwarding a call**.
3. Select a call coverage point:
   - If you select **Forward Call to Phone Number**, type that number in the Phone Number field. Do not use parentheses, hyphens, or spaces. For external calls, start by entering a **9** or **8** or whatever required to access an outside line. Example: **912815551212** dials (281) 555-1212.

*The number that you choose may be limited by your call permissions. To view your permissions, see **NBX NetSet > User Information > Call Permissions**.*

   - If you select **Disconnect (no coverage)**, the system disconnects an incoming call if it is not answered after the specified number of rings.
4. Click **Apply**, and then click **OK**.

Putting a Call on Hold

To put a call on hold for any reason:

On NBX Business Telephones or 3101 and 3101SP Basic Telephones:

1. Press the **Hold** button (3102, 1102, 2102, 2102-IR) or button (3101, 3101SP).
2. To return to the call, press the appropriate Access button.

On an NBX 2101Basic Telephone:

1. Press the **Hold** button.
2. To return to the call, press the **Call Toggle** button.

Dialing Another Call

To place a call on hold to dial a new call:

On NBX Business Telephones or 3101and 3101SP Basic Telephones:

1. Press the **Hold** button (1102, 2102, 2102-IR) or button (3101, 3101SP).
2. Press one of the Access buttons that is currently not being used.

Typically, the bottom three Access buttons in the column on the left of the 3102 Business Telephone, the bottom three Access buttons in the column on the right of the 1102, 2102, or 2102-IR Business Telephones

Downloaded from www.Manualslib.com manuals search engine

are reserved for your extension. The first two Access buttons on the left of a 3101 or 3101SP Basic Telephone are used for your extension. Your system administrator can verify the number and location of Access buttons on your telephone.

3 When you hear dial tone, dial the second call.

On an NBX 2101 Basic Telephone:

1 Press the **Hold** button.

2 To obtain dial tone to make the second call:

- If you *did not* hang up the handset, press and release the hook switch.
- If you *did* hang up the handset, pick it up again.

3 When you hear dial tone, dial the second call.

More Than One Call

The number of simultaneous calls that you can have on your NBX Telephone is limited by the number of Access buttons that are defined for your extension. The default is the bottom three buttons in the column of Access buttons on the left of the 3102 Business Telephone, the bottom three Access buttons in the column on the right on the 1102, 2102, or 2102-IR Business Telephones, and the first two Access buttons on the left of 3101 and 3101SP Basic Telephones. Your administrator can verify the number and location on your telephone.

To place more than one call on hold on an NBX Business Telephone or a 3101 or 3101SP Basic Telephone:

1 To place the current call on hold, press the **Hold** button (3102, 1102, 2102, 2102-IR) or button (3101, 3101SP).

- To make a call, press one of the Access buttons that is currently not being used. When you hear dial tone, dial the call.
- To receive a call, locate the flashing status light that indicates the incoming call and press the associated Access button.

2 To place the new call on hold, press **Hold** or .

3 To return to either call, press the appropriate Access button.

4 To place or receive another new call, repeat the previous steps.

Downloaded from www.Manualslib.com manuals search engine

To place more than one call on hold on an NBX 2101 Basic Telephone

1. Press the **Hold** button.
2. Make or receive a new call:
   - To obtain dial tone and make a second call:
     - If you *did not* hang up the handset, press and release the hook switch.
     - If you *did* hang up the handset, pick it up again.

     When you hear dial tone, dial the second call.
   - To answer a call:
     - If you *did not* hang up the handset, press the **Call Toggle** button.
     - If you *did* hang up the handset, pick it up again.
3. To place the second call on hold, press the **Hold** button.

On an NBX 2101 Basic Telephone, you can place at most two calls on hold.

On the NBX 2101 Basic Telephone, if you have placed two calls on hold:

- And you *did not* hang up the handset, press **Call Toggle** to return to the call that you most recently put on hold. Then press **Call Toggle** again to put that call on hold and return to the second call.
- And you *did* hang up the handset, pick up the handset to return to the call that you most recently put on hold. Then press **Call Toggle** to put the call on hold and return to the second call.

Transferring a Call

When you answer an incoming telephone call, the Transfer feature allows you to send that call from your telephone to any other internal line or, if your call permissions allow, to an outside line. To view your permissions, log in to **NBX NetSet > User Information > Call Permissions**. Your administrator can change your call permissions.

Downloaded from www.Manualslib.com manuals search engine

Announced (Screened) Transfer

Before you complete a transfer, you can announce to the recipient that you are transferring a call. The recipient can then decide whether to take the call. To announce a transfer:

1. While on a call, press the **Transfer** button. The system places the caller on hold and selects a new line.
2. Dial the extension number to which you want to transfer the call.
3. When the recipient answers, announce the call.
   - If the recipient wants to take the call, press **Transfer** again to complete the transfer, and hang up the handset.
   - If you are on an NBX Business Telephone or a 3101 or 3101SP Basic Telephone and the recipient does *not* want to take the call, retrieve it by pressing the Access button on which the call originated.
   - If you are on an NBX 2101 Basic Telephone, and the recipient does not want to take the call, press and release the hook switch to disconnect the attempted transfer, and then retrieve the original call by pressing **Call Toggle**.

Your administrator can disable Announced Transfers (by enabling the One Button Transfer feature) for the entire NBX system. When that setting is enabled, every time that you press the Transfer button, the current call is transferred as soon as you dial the extension — without waiting for you to announce the call.

Blind Transfer

In a blind transfer, you transfer the call without notifying the recipient:

1. While on a call, press the **Transfer** button. The system places the caller on hold and selects a new line.
2. Dial the number to which you want to transfer the call.
3. As soon as you hear a full ring, press the **Transfer** button and hang up. (If you press the Transfer button too soon after you dial the number, the transfer may not occur.)

Direct Mail Transfer

You can transfer a call directly into another user's voice mailbox. The call does not ring on that user's telephone.

Calls transferred to a user's mailbox by means of Direct Mail Transfer are always directed into that user's voice mailbox, even if the recipient has specified a different call coverage point.

Downloaded from www.Manualslib.com manuals search engine

On an NBX Business Telephone:

1. While you are on a call, press the Access button assigned to **Direct Mail Transfer**.
2. Dial the extension of the person to whose voice mailbox you want to transfer the call.
3. Hang up the handset.

On an NBX Basic Telephone:

1. While you are on a call, press the **Feature** button and **441**.
2. Dial the voice mail extension of the person to whose voice mailbox you want to transfer the call.
3. Hang up the handset.

Establishing a Conference Call

You can establish a Conference Call with up to four parties, including yourself. You must be using a telephone on the NBX system to establish the call. The other three parties can be any combination of internal and external parties.

On NBX Basic Telephones, you must use the Feature Code instructions shown in parentheses. For NBX Business Telephones, use either the Conference button or the Feature Code instructions.

From an NBX Telephone, follow these steps:

1. Dial a call, or receive a call from someone else. Two parties are now on the call.
2. While on the call, press the **Conference** button (or press **Feature + 430**). The system selects a new line and places the first party on hold.
3. Dial a call to an internal or external third party.
   - For an **announced** conference, wait for the third party to answer the call, and then press the **Conference** button (or **Feature + 430**) again.
     - Until you press the **Conference** button (or **Feature + 430**) the second time, the second party remains on hold, and you may converse with the third party privately.
   - For a **blind** conference, press the **Conference** button (or **Feature + 430**) immediately after you dial the number. You return to the conference, and you and the second party hear the called party's telephone ringing.

Downloaded from www.Manualslib.com manuals search engine

If the third party answers, three parties are now in the conference call.

If the third party is internal and does not answer, the attempt to conference that party is cancelled. You cannot establish a conference call with an NBX user's voice mailbox.

4 Repeat steps 2 and 3 to conference in a fourth party.

- On NBX Business Telephones, you can activate speaker phone operation during the conference call by pressing the **Speaker** button. On a 3101SP Basic Telephone, you can press the button to activate speaker phone operation.
- You can turn off the microphone or the mouthpiece on the handset by pressing the **Mute** button (1102, 2102, 2102-IR) or button (3102, 3101, 3101SP). The other parties cannot hear you, but you can hear them.
- For details about the Speaker and Mute features, see "Telephone Buttons and Controls" in Chapter 2 for the 3102 Business Telephone, "Telephone Buttons and Controls" in Chapter 3 for the 1102, 2102, and 2102-IR Business Telephones, or "Telephone Buttons and Controls" in Chapter 4 for the 3101 and 3101SP Basic Telephones.

Disconnecting the Last Person That You Called

Use the Conference Drop feature to disconnect the last person that you add to a conference call. This feature is helpful if, when you add a party, your call is answered by someone else.

- *Only the person who added the last caller to the conference call can drop that caller.*
- *Your administrator can configure any Access button on an NBX Business Telephone or the Attendant Console to be a* ***Conference Drop*** *button.*

On an NBX 2101 Basic Telephone, or a telephone that does not have a button programmed for Conference Drop:

1 Press the **Feature** button and **431**.

2 The system returns you to the others who are in the conference call.

More About Conference Calls

- To place your part of a conference call on hold, press the **Hold** button (3102, 1102, 2102, 2102-IR, 2101) or button (3101, 3101SP). The other parties can talk among themselves, but they cannot hear you. Music on hold does not play when a conference call is on hold.

Downloaded from www.Manualslib.com manuals search engine

- To transfer a conference call to another telephone, press the **Transfer** button. Dial the number to which you want to transfer the call, announce to the recipient (optionally) that you are transferring a conference call, and then press the **Transfer** button again. All of the conferenced parties are transferred except yourself.
- Your ability to drop the last person that you added to the conference is transferred to the person who accepts the transfer.

Setting the Volume

On any NBX Telephone, use the **Volume Control** buttons to raise or lower one of these volumes:

- **Ring Volume** — To raise or lower the volume of the ring, press the up or down **Volume Control** button repeatedly *while your telephone is ringing,* until the volume is at the level that you prefer. To read how ringer volume is different from ringer tone, see "Ringer Tones" in Chapter 8.
- **Handset Volume** — To raise or lower the volume of the dial tone or the sound that you hear when you are using the handset, pick up the handset and then press the up or down **Volume Control** button repeatedly until the volume is at the level that you prefer. You can change the handset volume during a conversation or by listening to the dial tone.
- **Speaker Volume (NBX Business Telephones or 3101 and 3101SP Basic Telephones)** — To raise or lower the volume of the sound that you hear when you are using the speaker phone for a conversation or just listening to the dial tone, press the **Speaker** button and then press the up or down **Volume Control** button repeatedly until the volume is at the level that you prefer.
- **Headset Volume** — To raise or lower the volume of the dial tone or the sound that you hear on the headset, put on the headset and activate it as specified for your headset. When you hear the dial tone or during a conversation, press the up or down **Volume Control** button repeatedly until the volume is at the level that you prefer. See "Using a Headset" in Chapter 8.

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

8 Personalizing Your Telephone

Your NBX® Networked Telephony System has many features that can make your telephone easier to use. This chapter describes:

- Guidelines About Features on NBX Telephones
- Ringer Tones
- Speed Dials
- Off-Site Notification
- Do Not Disturb
- Preventing Unauthorized Use of Your Telephone
- Class of Service Override
- Palm Integration
- Using a Headset

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *below any screen in the NBX NetSet™ utility. For how to set up your NBX NetSet password for the first time, see Chapter 1.*

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.

Downloaded from www.Manualslib.com manuals search engine

Guidelines About Features on NBX Telephones

- If your telephone does not have a button programmed for Feature, ask your administrator to program one.
- Because your administrator determines whether some of the features that are described in this chapter are available for your telephone or for the entire system, some of these features may not be available to you.
- The settings on your telephone, including your extension, personal settings, and system settings, remain the same even when you move your telephone from one Ethernet jack to another, as long as both Ethernet connections are part of the same LAN.
- Because your extension and personal settings are associated with your telephone, you cannot switch your telephone with another user's telephone without first having your administrator reassociate your profile with the other telephone.

Ringer Tones

To help you to distinguish the ring tone of your NBX Business Telephone or NBX Basic Telephone from the sound of other phones, use the NBX NetSet utility to select one of nine ringing tones. You can also choose Silent Ring to disable audible ringing.

To change the ringer tone:

1. Verify that your computer has a sound device (a USB headset or a sound card with either headphones of speakers).
2. Log in to **NBX NetSet > Ringer Tones**.
3. Click each of the nine **Sample Ringer Tone** buttons to hear the choices.
4. From the **Ringer Tone Setting** pull-down list, select the number of the tone that you want.
5. Click **Apply**.

Speed Dials

This section describes the types of speed dials — personal speed dials and system-wide speed dials, plus the special case for NBX Business Telephones, called One-Touch speed dials. It also describes how you can print a list of speed dials and a set of labels for your telephone, showing which of your buttons are mapped to features and speed dial numbers.

Although 3101 and 3101SP Basic Telephones each have two Access buttons that can be made available by your administrator for One-Touch

Downloaded from www.Manualslib.com manuals search engine

speed dial numbers, these buttons are mapped by default as a Feature button and a Transfer button.

Personal Speed Dials

You can create a list of up to 99 personal speed dials (using ID numbers 601 through 699) for any telephone on the NBX system. These speed dials are available only from the telephone for which they were created.

You create, view, and print your personal speed dial list using the NBX NetSet utility. You can view and dial a personal speed dial number using the telephone display panel of any NBX Telephone.

Your first personal speed dial numbers appear on whichever of the Access buttons at the right of your NBX Business Telephone are not used for other purposes.

The bottom 3 buttons on an NBX Business Telephone are normally reserved for your extension. On an NBX 3102 Business Telephone, by default, your extension appears on the bottom 3 buttons of the left column of 9 buttons. On the 1102, 2102, and 2102-IR Business Telephones, your extension appears by default on the bottom 3 buttons of the column of 12 buttons.

Your administrator may have mapped some of the buttons to features. See "Special Case: One-Touch Speed Dials" later in this chapter.

To assign or change a personal speed dial number:

1. Select **NBX NetSet > Speed Dials > Personal**.
2. In the **Personal Speed Dials** box, select an unassigned speed dial ID number, or select the speed dial ID number for which you want to change the speed dial number.
3. In the **Destination Number** text box, type the telephone number that you want the system to dial when you use that ID number.

   Include all of the prefix numbers that you would normally dial, such as a **9** or **8** or **1** to access an outside line, and, if necessary, the country code or area code. Do not use spaces, hyphens, commas, or other nonnumeric characters.
4. In the **Description** text box, type a brief description, usually a name, that corresponds to the number.
5. After you have made all of your changes to the personal speed dials, click **Apply**, and then click **OK**.

Downloaded from www.Manualslib.com manuals search engine

To use a personal speed dial:

1 Pick up the handset or, if you are using an NBX Business Telephone, you can press the **Speaker** button.

2 Press the **Feature** button plus the 3-digit personal speed dial code for the number that you want to call, or scroll to Personal Speed Dials on the display panel, press **Slct**, scroll to the number that you want to dial, and press **Slct** again.

If you dial a speed dial code that has no number assigned to it, the display panel shows the message "No number stored."

System-wide Speed Dials

The administrator can set up to 100 system-wide speed dials (using ID numbers 700 through 799) for numbers that are dialed frequently by many internal users. You can view the system-wide speed dial list through the NBX NetSet utility, or you can view and dial from it using the telephone display panel.

You can ask the administrator to map a system-wide speed dial ID number to one of the Access buttons on your telephone. See "Special Case: One-Touch Speed Dials" next.

To use a system-wide speed dial:

1 Pick up the handset or, if you are using an NBX Business Telephone, you can press the **Speaker** button.

2 Press the **Feature** button plus the 3-digit system-wide speed dial ID code for the number that you want to call, or scroll to System Speed Dials on the display panel, press **Slct**, scroll to the number that you want to dial, and press **Slct** again.

If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows the message "No number stored."

Downloaded from www.Manualslib.com manuals search engine

Special Case: One-Touch Speed Dials

(NBX Business Telephones only) In most circumstances, your administrator designates 3 Access buttons as extension lines to manage incoming and outgoing telephone calls.

- **NBX 3102 Business Telephone** — See item 1 in Figure 2 in Chapter 2.
- **NBX 1102, 2102, and 2102-IR Business Telephones** — See item 8 in Figure 4 in Chapter 3.

Although 3101 and 3101SP Basic Telephones each have two Access buttons that can be made available by your administrator for One-Touch speed dial numbers, these buttons are mapped by default as a Feature button and a Transfer button.

Any of the remaining buttons that the administrator has not mapped to a feature or system-wide speed dial is available for a One-Touch speed dial.

Use either the One-Touch or the Personal speed dial screen to assign or change the One-Touch speed dial numbers on your telephone. If you make a change in one screen, it appears in the other screen. See "Personal Speed Dials" or follow these steps for the One-Touch screen.

To add or change a One-Touch speed dial on an available Access button:

1. Log in to **NBX NetSet > Speed Dials > One Touch.**
2. Any box that has an asterisk in the right margin is available for a personal or system-wide speed dial. In any of the asterisked text boxes under **Number**, type the telephone number to which you want to assign a speed dial button. Or change the telephone number in a box that already has a speed dial number.

   Include all of the prefix numbers that you would normally dial, such as a **9** or **8** or **1** to access an outside line, and, if necessary, the country code or area code. Do not use spaces, hyphens, commas, or other nonnumeric characters.
3. In the **Description** text box, type a brief description, usually a name that corresponds to the number.
4. After you have made all of your changes to the One-Touch speed dials, click **Apply**, and then click **OK**.

   If you make a change in this screen, the change also appears in the Personal Speed Dials screen. See "Personal Speed Dials" earlier in this chapter.

Downloaded from www.Manualslib.com manuals search engine

Printing Speed Dial Lists and Labels

You may find it useful to have a paper list of personal or system speed dials. You can also create paper labels for your telephone.

To print a list of speed dials:

1. Log in to **NBX NetSet > Speed Dials > Personal** or **System-wide**.
2. Click
3. A list appears with all of the personal or system-wide speed dial numbers that are allocated to your telephone.
4. Click to print the list.

You can print labels that identify the numbers and features that are assigned to Access buttons on your telephone using the LabelMaker in the NBX NetSet utility or on the *NBX Resource Pack CD.*

To print labels for your telephone:

1. Log in to **NBX NetSet > Speed Dials > Telephone Labels.** Save the file to your choice of location on your PC, and then open the file:
   - **a** Locate the file, labels.exe, using one of these methods:
     - Open Windows Explorer and navigate to the file.
     - Double-click My Computer and navigate to the file.
     - Depending on your operating system, click **Start > Find > Files or Folders** or **Start > Search > For Files or Folders,** and type the name of the file, labels.exe, in the appropriate text box.
   - **b** Double-click the file icon to start the LabelMaker program.
2. Find the page in the LabelMaker that has labels for your telephone.
3. Edit the label template by clicking any of the label text boxes to highlight the existing text, and then typing new text.
4. Press **Tab** to move to the next text field in the label.
5. Click the **Print** button at the top of the LabelMaker screen to open the Print dialog. Be sure to specify which page you want to print. Typically, the default is to print all pages.
6. Click **Print.**
7. Cut out the labels and put them in the label holders of your NBX Telephone or your Attendant Console.

Downloaded from www.Manualslib.com manuals search engine

8 To save the edited LabelMaker, click the **Save** button at the top of the LabelMaker screen. Or you can click **File** > **Save As** to save the LabelMaker to a new location.

To reuse your saved LabelMaker, you must run the file that you saved to your computer. If you download the LabelMaker from the NBX NetSet utility again, you get the default version, and the download might overwrite your saved LabelMaker. To create a Windows Desktop shortcut to your saved LabelMaker, right-click the saved file and then click ***Send To > Desktop (create shortcut)****.*

Off-Site Notification

When you enable off-site notification, the NBX Messaging system notifies you that you have received voice mail. You can then retrieve your messages. Off-site notification consists of one cycle of up to five attempts to reach you, one attempt for each Attempt row that you configure in the Off-Site Notification screen.

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.

To configure off-site notification for your NBX voice mailbox:

1 In **NBX NetSet > NBX Messaging > Off-Site Notification,** look for the System and Group columns in the upper right corner. If the columns show "Yes," your system administrator has enabled off-site notification for the NBX system and for the Class of Service group to which your telephone belongs. If "No," ask to have these features enabled.

2 Check **Enabled.**

3 If you want to be notified only about urgent voice mail messages, also check **Urgent Messages Only.**

4 In the first **Attempt** row, in the **Method** drop-down list, select **Pager, VoiceMail,** or **EMail**

The cycle of notice behaviors differs depending on the method that you specify for the ***first*** *attempt. See "Notice Behaviors" later in this chapter.*

5 In the **Number/Address** field:

- If you selected **Pager** for **Method** in step 4**:**
  - Enter a pager number. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and any other digits that your system needs to dial an outside number,

Downloaded from www.Manualslib.com manuals search engine

such as 9, 8, 1, or 0. After you receive the pager message, you call in to your voice mailbox to listen to your messages.

- In the **Numeric Page** field, indicate what you want the pager to display. Enter a series of digits, such as your telephone extension number.

- If you selected **VoiceMail** for **Method** in step 4**:**
  - Enter the telephone number at which you want to be notified. Do not use parentheses, hyphens, or spaces. Ask your administrator if you need to include the area code and all other digits that your system needs to dial an outside number, such as 9, 8, 1, or 0.

    When you choose to be notified by voice mail, the NBX system calls the number that you enter in this field. When you answer the call, the system announces the new voice message and allows you to follow the prompts to access your voice mailbox and listen to and delete any of your messages.
- If you selected **EMail** for **Method** in step 4**:**
  - Enter the e-mail address at which you want to be notified. You can use different e-mail addresses for different Attempts.

    When you choose to be notified by e-mail message, the NBX system sends you an e-mail message for each voice mail message that you receive. The voice message may be attached to the e-mail message as a WAV file. See the tables in "Notice Behaviors" later in this section.

    You can listen to the messages using your PC sound device (a USB headset or a sound card with either speakers or headphones).

If you delete the e-mail notice with its attached WAV file after you listen to the message, you delete only the copy. The original voice mail message remains in your NBX voice mailbox. You must log in to the NBX voice mail system by telephone or through the NBX NetSet utility to delete your messages.

6. From the **Interval** drop-down list box, select the number of minutes that you want the system to wait after each attempt before it moves to the next attempt.

The "best" time interval depends on the Attempt method that you choose. For instance, allow sufficient time after a Pager notification for the usual delay at your pager supplier.

7. Click **Apply.**
8. Repeat steps 4 through 7 to set up additional attempts if you want.

Downloaded from www.Manualslib.com manuals search engine

*The cycle of notice behaviors differs depending on the method that you select for the **first** attempt. See "Notice Behaviors" at the end of this section.*

9 You do not need to configure every Attempt row. When you have configured all of the Attempt rows that you want, click **OK.** The NBX Messaging tab appears.

10 Test your off-site notification settings by leaving yourself a voice mail message.

Additional Notes

- You can use the same notification method for all five attempts, or any combination of methods.
- If your voice mailbox is full and someone tries to leave you a voice mail message, the NBX system does not send you an e-mail notification.
- When you activate the **Telephone Locking** feature on your telephone, the NBX system sends you off-site notification messages only if the notification number (for example, your pager number) is a toll-free telephone number. See "Telephone Locking" later in this chapter.

Notice Behaviors

These tables explain how the cycle of notice behaviors depends on the method that you select for the **first** attempt. See the definitions as well as "Resetting the Off-Site Notification Cycle" on the next page.

- **If you specify EMail for the first attempt:**

Attempt	Method	Notice Behavior
1	**E-mail**	■ You receive an e-mail notice **for each voice message.** ■ Each e-mail notice contains information about the voice message (like time of receipt and the number that called), and the voice message is attached as a WAV file.
and then you configure attempt:		
2 through 5 as	**E-mail**	■ You receive an additional e-mail notice **for each voice message.** ■ The second e-mail notice contains no information about the voice message (like time of receipt and the number that called) and no WAV file attachment.

Downloaded from www.Manualslib.com manuals search engine

Attempt	Method	Notice Behavior
2 through 5 as	**Pager**	■ You receive a pager call **for each voice message.**
2 through 5 as	**VoiceMail**	■ You receive a telephone call **for each voice message.** Follow the prompts to log in and listen to messages, or log in to the NBX NetSet utility.

■ **If you specify Pager or VoiceMail for the first attempt:**

Attempt	Method	Effect
1	**Pager or Voice Mail**	■ You receive a telephone call or pager call **for only the first new voice message.***
and then you configure attempt:		
2 through 5 as	**E-mail**	■ You receive an e-mail notice **for only the first new voice mail message.*** The e-mail notice contains no information about the voice message (like time of receipt and number that called) and no WAV file attachment.
2 through 5 as	**Pager**	■ You receive a pager call for **only the first new voice message.***
2 through 5 as	**Voice Mail**	■ You receive a telephone call for **only the first new voice message.***

*__First new message__ means the first voice mail message that arrived at your mailbox since the last time that you logged in to your voice mailbox through a telephone OR through the NBX NetSet utility. Logging in restarts the cycle.

Resetting the Off-Site Notification Cycle

When you log in to your voice mailbox and hang up or log out (regardless of whether you listen to or delete messages), you start the off-site notification cycle again. You will be notified about the next message that comes into your voice mailbox.

Do Not Disturb

When the Do Not Disturb feature is enabled, calls coming in to your telephone immediately go to the call coverage point that you set in the NBX NetSet utility. See "Setting Your Call Coverage Point" in Chapter 7.

You can ask your administrator to map the Do Not Disturb feature to an available Access button on your NBX Telephone, or you can use the Feature Code to enable and disable the feature.

Downloaded from www.Manualslib.com manuals search engine

When your telephone is in Do Not Disturb mode:

- Your telephone does not ring when it receives an incoming call.

If you use an NBX Business Telephone or an NBX Attendant Console, the associated status light does *flash when a call arrives.*

- You can use the telephone to dial outgoing calls.
- You can use the telephone to dial internal and external pages.
- An NBX Business Telephone does not broadcast incoming paging messages over the speaker.
- If your telephone is part of a call pickup group, no other telephone in the pickup group can retrieve a call that comes directly in to your telephone. The incoming call goes immediately to the call coverage point (voice mail, auto attendant, or other extension).
- If your telephone is part of a hunt group, incoming calls to the hunt group ring on your telephone. Calls coming in directly to your telephone (not directed to the hunt group) do not ring on your telephone. To prevent *every* call from ringing, you must enable Do Not Disturb and *also* log out of the hunt group.

To enable and disable Do Not Disturb using the feature code:

1. Pick up the handset and press **Feature + 446**.
2. Hang up. Your telephone is now in Do Not Disturb mode. The display panel on an NBX Telephone shows **DO NOT DISTURB.**
3. To disable Do Not Disturb mode, repeat steps **1** and **2**. The **DO NOT DISTURB** message disappears from the display panel.

To view your current Do Not Disturb setting even if you do not have an NBX Telephone or if you are away from your desk, log in to ***NBX NetSet > User Information > Feature Settings.***

Preventing Unauthorized Use of Your Telephone

To prevent others from dialing long-distance or other unauthorized calls from your telephone permanently, ask your administrator to adjust the call permissions schedule for your extension, or you can adjust it temporarily with the **Telephone Locking** feature.

Downloaded from www.Manualslib.com manuals search engine

Telephone Locking

To enable and disable the Locking feature using the feature code:

1. Pick up the handset and press the **Feature** button **+ 432.** The display panel on an NBX telephone prompts you to enter your password.
2. Enter your password + # and hang up. Your telephone is now locked. The display panel shows the **Lock** icon and displays only the directory and system-wide speed dials.
3. To turn off this feature, repeat steps **1** and **2.** The **Lock** icon disappears, and your call logs and personal speed dials are again available.

Additional Notes

- When Telephone Locking is activated, a person using your telephone can dial only toll-free calls, calls to emergency services (such as 911 in the United States), or calls to telephone numbers that have been programmed in your system as "*internal*" calls.
- Even when Telephone Locking is active on your telephone, your off-site notification choices remain in effect. That is, notification of voice mail messages is sent to the outside telephone numbers or paging numbers that you have specified in **NBX NetSet > NBX Messaging > Off-Site Notification,** even if these numbers are not toll-free.

If your system uses a messaging application other than NBX Messaging, you will not be able to specify your Off-site Notification in the NBX NetSet utility. Use the documentation for your messaging application instead of these instructions.

- To view your current Telephone Lock setting if you do not have an NBX Telephone or if you are away from your desk, log in to **NBX NetSet > User Information > Feature Settings.**

Call Permissions

Your administrator establishes Call Permissions to control the types of calls that can be dialed from your telephone. The administrator can configure these permissions to change depending on the time of day. For example, your administrator can prevent long-distance calls from being dialed from your telephone outside of business hours.

To view your current call permissions, log in to **NBX NetSet > User Information > Call Permissions**.

Downloaded from www.Manualslib.com manuals search engine

Class of Service Override

The **Class of Service Override** feature allows you to apply the features of your own NBX telephone temporarily to another NBX telephone on the same local network.

Example:

- The telephones in your organization's conference rooms are configured so that long-distance telephone calls cannot be dialed from it. You may, however, need to place a long-distance call during a meeting. Using the Class of Service Override feature, you can apply the features of your own telephone to the conference room telephone **for one call only** and dial the call, assuming that your Call Permissions allow you to make long-distance calls from your own telephone.

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of these instructions.

To activate the one-call-only Class of Service Override from any NBX telephone:

1. Pick up the handset.
2. Press the **Feature** button and **433**.
3. Dial your telephone extension.
4. Dial your voice mailbox password and press **#**.
5. When you hear the dial tone, you can dial the call in the same way that you do from your own NBX telephone.

When you use Class of Service (CoS) Override, any reports that are generated on the NBX system indicate that the CoS features of your own NBX telephone were applied temporarily to the telephone on which you made the call.

Downloaded from www.Manualslib.com manuals search engine

Using a Headset

You can use a headset that has a microphone with any telephone on an NBX system.

- For how to use a typical headset and amplifier with telephones other than the 3102 Business Telephone, see "General Headset Instructions" later in this section.
- For how to connect and use a headset with the 3102 Business Telephone, read the next section.

With the NBX 3102 Business Telephone

The NBX 3102 Business Telephone has a headset jack located on the underside of the telephone on the left side.

To prepare the headset for all calls on the 3102 Business Telephone:

1. Plug the headset connector into the headset jack on the underside of the telephone. See Figure 1 in Chapter 2 for the location of the jack.
2. Press the **Headset** button. By default, this button is the Access button just below the (Program) button at the top right corner of the telephone.
3. Verify that the indicator light beside the **Headset** button turns on.

To answer a call when you are using the headset:

1. Put the headset on. When a call comes in, press the System Appearance button beside the flashing light. You are connected to the call.

The handset can be either on hook or off hook.

2. To end a call when you are using the headset, press the **Release** button on the telephone. By default, the **Release** button is located at the bottom of the right column of Access buttons.

Downloaded from www.Manualslib.com manuals search engine

General Headset Instructions

For all telephones other than the NBX 3102 Business Telephone, follow these instructions.

You may need to modify some of these instructions for some headsets or amplifiers. See the instructions that come with your equipment.

To prepare a headset for all calls:

1. Insert the cord for the headset amplifier into the handset cord receptacle on the underside of the telephone.
2. Insert the cord for the telephone handset into the headset amplifier.
3. Put on the headset.
4. Pick up the telephone handset and set it on your desk.

To prepare a headset so that you can choose either the handset or the headset for each call:

1. Insert the cord for the headset amplifier into the handset cord receptacle on the underside of the telephone.
2. Insert both the headset cord *and* the handset cord into the headset amplifier.
3. **For headset calls:** Lift the handset off the telephone and leave it off. Use the headset microphone and earphones.

   Even when the headset is plugged into the amplifier, you must remove the handset from the cradle to use the headset.
4. **For handset calls:** Press the button on the headset amplifier that turns the headset off, pick up the handset, and speak into it.

To manage calls when you are using the headset:

1. Put the headset on. When a call comes in:
   - If the handset is on hook, pick it up, set it on your desk, and begin to speak.
   - If the handset is off hook, press the System Appearance button beside the flashing light.
2. To end a call when you are using a headset:
   - On an NBX Business Telephone, press the **Release** button, depress the hook switch, or hang up the handset.
   - On an NBX Basic Telephone or an analog telephone, hang up the handset or press the **Feature** button and **111**.

Downloaded from www.Manualslib.com manuals search engine

Returning to the Headset After a Long Delay

Certain brands of headsets enter a power-saving mode that prevents the telephone from ringing for one or more calls when *both* of these circumstances are true:

- The headset amplifier buttons for **Mute** and **On** are both set to **On**.
- The handset is off the phone for a long time (for instance, overnight).

It may take a few minutes for your headset to return from the power-saving mode to the active mode when calls first come in, so your telephone may not ring until the headset has returned to active mode, and you may miss a call.

If you plan to not use the headset for a long time (for instance, overnight), 3Com recommends that you set the mute and headset buttons on the amplifier to **Off** and hang up the handset on your telephone. When you are ready to receive calls again, set up the headset for receiving calls:

1. Pick up the handset on your telephone and set it on your desk.
2. Put on the headset. On the amplifier, set the headset button to **On**.

Palm Integration

(NBX 2102-IR Business Telephone only) — The infrared port on the front edge of the NBX 2102-IR Business Telephone receives infrared signals from a hand-held device that runs the Palm operating system. You can use your hand-held device to call numbers in its directory and to perform standard telephone operations, such as Forward, Redial, and Transfer.

Install the Palm Dialer software (available on the NBX Resource Pack CD*) on your hand-held device. See your administrator for details.*

Downloaded from www.Manualslib.com manuals search engine

9 Getting More from Your Telephone System

This chapter covers these topics:

- Listening to Your Messages in Your E-mail or Browser
- Account (Billing) Codes
- Caller ID
- Call Pickup
- Hunt Groups and Calling Groups
- Call Park
- Paging
- Dialing a Call to a Remote Office
- Bridged Extensions
- Delayed Ringing
- Using Pulse Dialing
- Additional Applications

Security Note: *Several of the features described in this chapter include configuring a telephone line to appear on more than one NBX Business Telephone. For any of these features, if one person is using a telephone line, no one else can listen in on that same line from a different telephone.*

If your system uses a messaging application other than NBX Messaging, use the documentation for your messaging application instead of the instructions in this chapter.

For help on accessing NBX features from an analog telephone, see the NBX Feature Codes Guide *in the NBX NetSet utility. For how to set up your NBX NetSet password the first time, see Chapter 1.*

Downloaded from www.Manualslib.com manuals search engine

Listening to Your Messages in Your E-mail or Browser

You can listen to your voice mail from any computer that allows you to access your e-mail. Your e-mail software application must be IMAP-4 compliant, such as Microsoft Outlook. See your administrator for assistance with this feature.

If you configure your first off-site notification method to send you an e-mail message when you have voice messages, the NBX system sends each voice mail message as a sound-file attachment to an e-mail message. To listen to your messages using your computer, it must have a sound device such as a USB headset or a sound card with either speakers or headphones.

When you delete the e-mail message that contains the attached voice message, you are not deleting the voice message on the NBX system. To delete voice messages from the NBX system, you must access your voice mailbox through the telephone or the NBX NetSet utility.

See "Off-Site Notification" in Chapter 8 for a discussion of off-site notification behavior.

Account (Billing) Codes

The Account Codes feature allows your administrator to track calls that are associated with an individual client or account. When you answer your telephone or when you dial a call, you dial a numeric account code that allows the NBX system to track time spent on the telephone with a client, perhaps to be associated with a billable account.

To activate the Account Codes feature at any time before or during a call:

1. Press the **Feature** button and **888**.
2. Dial the account code that has been assigned by your administrator, and then press the **#** key.

   The NBX system records the account code and applies it to:

   - The next call, if you activate the Account Codes feature before a call arrives at your telephone
   - The current call, if you activate the Account Codes feature during a call

Downloaded from www.Manualslib.com manuals search engine

Caller ID

Your administrator can set up your NBX system to allow for Internal and External Caller ID or can configure the system so that you can block your identity (telephone number) from anyone you call.

Internal and External Caller ID

By default, the NBX system shows the extension and name of any *internal* caller on the display panel of your NBX telephone.

External Caller ID provides the same information for *external* incoming calls if your organization subscribes to the service from your local telephone company and if the caller has not blocked the information from being sent to the NBX system.

Availability and service charges for External Caller ID vary by location.

Calling Line Identity Restriction (CLIR)

On NBX systems that include T1 lines that are configured as DS1, you can choose to prevent the NBX system from transmitting your Caller ID information to outside parties when you dial a call. Your administrator must enable this feature, called Calling Line Identity Restriction (CLIR), on the NBX system. If this feature is enabled system-wide, you can choose to restrict calls:

- For *all* external (outbound) calls that you dial

  OR

- For only the *next* single external (outbound) call that you dial

Your administrator can configure your system so that CLIR is always active, in which case you cannot change the CLIR settings on your telephone to override this option.

CLIR for All External Calls

To enable CLIR-All for all calls from your telephone:

1. Pick up the handset, and press the **Feature** button and **889**. The display panel on your NBX Telephone shows **CLIR-ALL on.**
2. Dial the number that you want to call.

   The NBX system does not send caller ID information on this call or any future calls until you disable this feature.

Downloaded from www.Manualslib.com manuals search engine

To disable CLIR-All:

1. Pick up the handset.
2. Press the **Feature** button and **889** again. **CLIR-ALL off** appears briefly in the display panel and then disappears when you hang up the handset.

To view your current CLIR-All setting, log in to **NBX NetSet > User Information > Feature Settings.**

CLIR for Next External Call Only

To enable CLIR for only the next call from your telephone:

1. Pick up the handset.
2. Press the **Feature** button and **890**. The telephone display panel shows **CLIR-NEXT on.**
3. Dial the number that you want to call.
4. When you disconnect the call, the CLIR feature is no longer in effect. **CLIR-NEXT on** disappears from the display panel.

If you hang up the handset without making a call, the CLIR-NEXT feature remains active and will apply to the next external call that you make. If you are unsure about whether CLIR-NEXT is active, pick up the handset, press **Feature** and **890,** and read the status message in the display panel of your telephone.

Call Pickup

Use the Call Pickup feature to answer a call that is ringing on another telephone. This feature is best arranged in advance when you and another user know that it would be convenient or necessary to answer calls ringing on that user's telephone.

You can answer a call that is ringing on another telephone only if you and that user both are members of the same Call Pickup group or if that user is a member of a Call Pickup group that allows "nonmember pickup." Your administrator configures call pickup groups and can tell you which group you belong to.

To view the list of Call Pickup groups of which you are a member:

1. Log in to **NBX NetSet > User Information > Call Pickup**.
2. Select the group number that you want to view from the **Group List**, and click **Details** to display the list of members of that group.

Downloaded from www.Manualslib.com manuals search engine

Directed Call Pickup on a Specific Telephone

You can answer a call that is ringing on a specific user's telephone.

Using the feature code:

1. Pick up the handset.
2. Press the **Feature** button followed by **455** and the user's extension. The call is directed to your telephone.

Using One-Touch Pickup (NBX Business Telephones only):

1. Pick up the handset.
2. Press the Access button that your administrator has assigned to **Directed Pickup.**
3. Dial the extension number of the telephone that is ringing.

Group Call Pickup

You can answer a call that is ringing on a group member's telephone.

Using the feature code:

1. Pick up the handset.
2. Press the **Feature** button followed by **456** and the group number. The call is directed to your telephone.

Using One-Touch Pickup (NBX Business Telephones only):

1. Pick up the handset.
2. Press the Access button that your administrator has assigned to **Call Pickup**.
3. Dial the group number.

Hunt Groups and Calling Groups

Your administrator can establish informal "call centers" so that incoming calls can be directed to several telephones that have been associated into hunt groups or calling groups.

Calls that come in to your telephone:

- Through your extension go to the call coverage point that you have set up.
- Through hunt groups and calling groups follow the call coverage path set up by the administrator for that group.

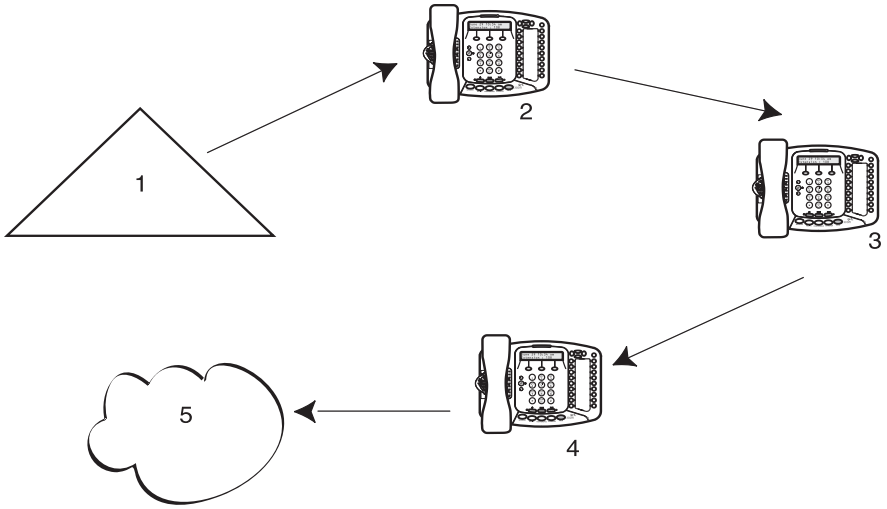
Downloaded from www.Manualslib.com manuals search engine

Hunt Groups

Incoming calls ring to one member of the hunt group. If that member's telephone is in use, or if that member does not answer the call, the system "hunts" for another member of the group until the call is answered or is forwarded to the group call coverage point. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox or to the receptionist.

Figure 8 shows the path of a call coming into a hunt group.

Figure 8 Sample Hunt Group Configuration



1 Incoming Telephone Call

2 Telephone #1

3 Telephone #2

4 Telephone #3

5 Group Voice Mailbox

Hunt groups can be static or dynamic:

- If you are in a *static* hunt group, you are always part of that group along with the other group members.
- If you are in a *dynamic* hunt group, you must log in to the group to be part of it.

To log in to a dynamic hunt group using your NBX Telephone:

1. Pick up the handset.
2. Press the **Feature** button followed by the feature code for the hunt group. Your administrator can tell you which feature code to use.

Downloaded from www.Manualslib.com manuals search engine

3 Dial the hunt group password. Your administrator can tell you which password to use.

4 Press **#**.

To log out of a dynamic hunt group using your NBX Telephone:

1 Pick up the handset.

2 Press the **Feature** button followed by the feature code for the hunt group. Your administrator can tell you which feature code to use.

3 Dial the hunt group password. Your administrator can tell you which password to use.

4 Hang up the telephone.

Your administrator can configure a hunt group to an Access button on an NBX Business Telephone. To log in to or to log out of the hunt group, press the specified Access button. The indicator next to the button lights to show that you are logged in. On the NBX Basic Telephone, the display panel shows the message ***IN.***

To log in to a dynamic hunt group using the NBX NetSet utility:

1 Log in to the **NBX NetSet** utility and click the **Hunt Groups** button.

2 Select the hunt group to which you want to log in.

3 Click **Log In**, and then click **Close**.

If you log in to a dynamic hunt group and do not answer a call when it rings on your telephone, the system may log you out of the group depending on how the administrator has configured the group.

To log out of a dynamic hunt group using the NBX NetSet utility:

1 Log in to the **NBX NetSet** utility and click the **Hunt Groups** button.

2 Select the hunt group from which you want to log out.

3 Click **Log Out,** and then click **Close**.

To log in to all hunt groups of which you are a member:

1 Log in to the **NBX NetSet** utility and click the **Hunt Groups** button.

2 Click the **Login all** button.

Downloaded from www.Manualslib.com manuals search engine

To log out of all hunt groups of which you are a member:

1 Log in to the **NBX NetSet** utility and click the **Hunt Groups** button.

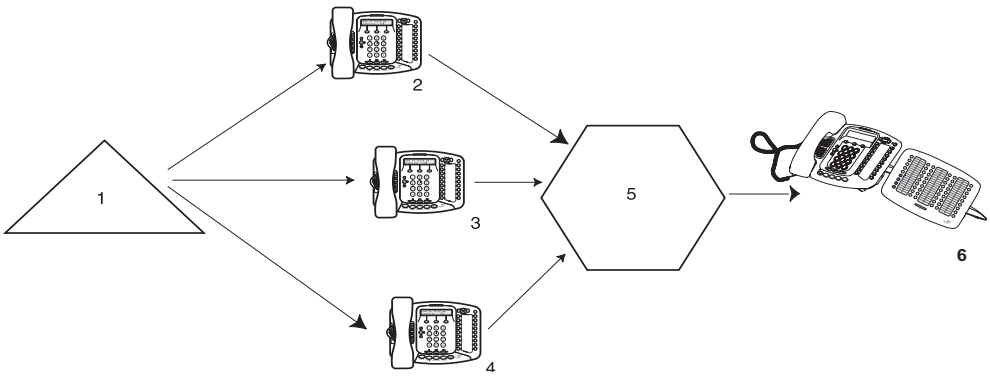
2 Click the **Logout all** button.

Calling Groups

One type of hunt group is the **Calling Group**. Calling groups allow an incoming call to ring simultaneously on all telephones in a group, for example, a customer service group. To log in to or out of a calling group follow the steps in "Hunt Groups and Calling Groups" earlier in this chapter.

Figure 9 shows the path of a call coming in to a calling group.

Figure 9 Sample Calling Group Configuration



1 Incoming Telephone Call

2 Telephone #1

3 Telephone #2

4 Telephone #3

5 After a specified number of rings with no answer

6 Receptionist

Group Membership

To view the list of users that belong to a group:

1 In **NBX NetSet > User Information > Hunt Group**, select a group.

2 Click **Details.**

Downloaded from www.Manualslib.com manuals search engine

Call Park

Use Call Park to place a call in a "holding pattern" and make it available for another person to pick up from any telephone on the system. Use the internal paging feature, the external paging feature, or both, to announce the call. The recipient can retrieve the call from any NBX Telephone or analog telephone by dialing the Call Park extension that you give during your announcement.

This feature is useful in any of these circumstances:

- The recipient is elsewhere in the building.
- You want to continue a call on another telephone, for instance, in a conference room for privacy, and transferring the call does not give you enough time to retrieve it.

When you park a call, you assign it a Call Park extension, which anyone can use to retrieve it. Table 12 lists the default Call Park extension numbers. Ask your administrator to verify the Call Park extensions for your location.

Table 12 Default Call Park Extension Numbers

System	Default Extension Numbers
4-digit dial plan	6000 – 6099
3-digit dial plan	601 – 609

If the call is not answered within 5 minutes (default) after it is parked, it rings again at the original telephone. Your administrator can modify the length of this waiting period.

To park a call:

1. While you are on a call, press the **Feature** button and **444**, or press the Access button assigned to **Call Park**.
2. Dial a Call Park extension from the list shown in Table 12 or the list of extensions at your location.

   If you select a Call Park extension that is already in use, the display panel on your NBX Telephone displays **Park Cancelled**, and the call rings back to your telephone. Try another Call Park extension.

Downloaded from www.Manualslib.com manuals search engine

3 To notify another user about the parked call:

   a From NBX Business Telephones or 3101 and 3101SP Basic Telephones, select an Access button that is assigned for placing telephone calls, and dial the user's extension, or use the paging feature. See "Paging" next for details.

   b From an NBX 2101 Basic Telephone, press the hook switch. When you hear the dial tone, dial the user's extension, or use the paging feature. See "Paging" next for details.

To retrieve a parked call:

1 Pick up the handset of any telephone on the system.

2 Dial the Call Park extension that was assigned to the call.

Paging

Depending on your location and equipment, you can broadcast a message in one of three ways, as described in Table 13.

1 Pick up the handset.

2 Dial the paging extension as shown in Table 13.

3 Speak into the telephone handset and then hang up.

Do not *press the* ***Feature*** *button before you dial a Paging extension.*

Table 13 Paging Extension

Feature	3-digit dial plan (default extensions)	4-digit dial plan (default extensions)
External Paging Broadcast an announcement over a public address system that has a paging amplifier and speaker system that is connected to your NBX system	620	6200
Internal Paging Broadcast an announcement through the speakers on all NBX Business Telephones on your system	621	6201
Simultaneous Paging Broadcast an announcement externally and internally at the same time	622	6202

Downloaded from www.Manualslib.com manuals search engine

Dialing a Call to a Remote Office

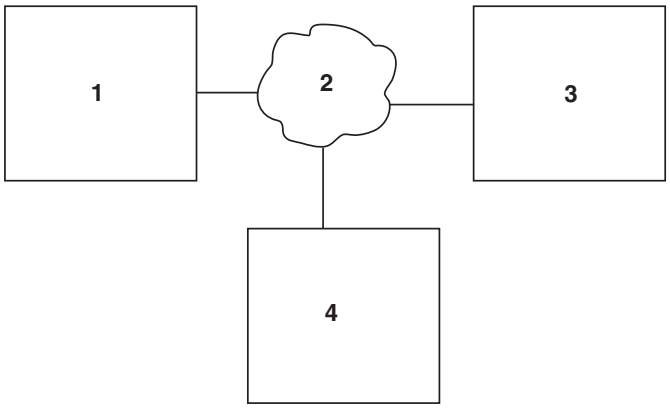
You can dial calls between sites in your organization that are separated geographically but that are linked by a Wide Area Network (WAN) connection. Each site must have an NBX system. Typical configurations are described in the next sections.

Using Unique Extensions

In the sample network shown in Figure 10, everyone in the entire organization has a *unique* telephone extension. Whenever you make a call to an extension that is not located at your own site, your NBX system sets up a connection to the NBX system at the other extension's site.

In this example, to call a user in Dallas, a user in Chicago dials a Dallas extension (3000 through 3999). The dial plan on the Chicago NBX system sets up the necessary connection to the Dallas NBX system and then to the extension at that site.

Figure 10 Using Unique Extensions to Dial Remote Offices



1 NBX System in Chicago

Extensions: 1000–1999

2 Wide Area Network (WAN)

3 NBX System in Atlanta

Extensions: 2000–2999

4 NBX System in Dallas

Extensions: 3000–3999

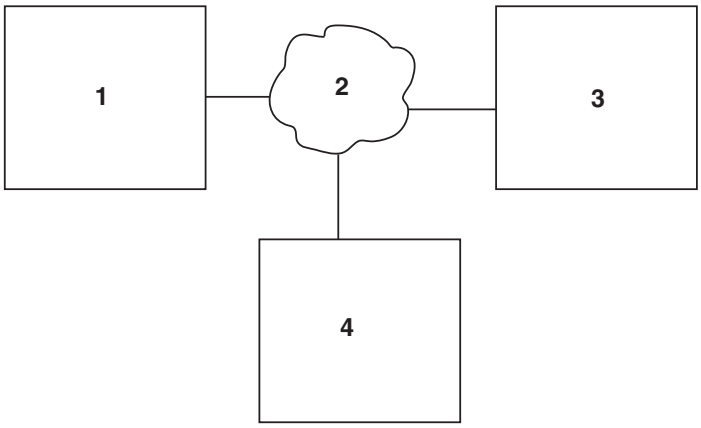
Downloaded from www.Manualslib.com manuals search engine

Using Site Codes

If some users have *overlapping* telephone extensions, your administrator can configure your telephone system to use *site codes* for you to dial people at remote offices. Your administrator chooses the site codes for your system. In this example, you dial a site code first, followed by the extension at the site.

For example, as shown in Figure 11, to call someone in Atlanta, a user in Chicago dials the site code 62 and then the appropriate extension (1000 through 3999). To reach a user in Dallas, a user in Chicago dials 63 and then the appropriate extension (1000 through 3999). The site code prevents conflicts between the remote extension number and a duplicated extension number at the local site (Chicago).

Figure 11 Using Site Codes to Dial Remote Offices



1 NBX System in Chicago

Extensions: 1000–3999

Site Code: 61

2 Wide Area Network (WAN)

3 NBX System in Atlanta

Extensions: 1000–3999

Site Code: 62

4 NBX System in Dallas

Extensions: 1000–3999

Site Code: 63

Downloaded from www.Manualslib.com manuals search engine

Bridged Extensions

With a bridged extension, buttons and status lights on one telephone are associated with buttons and status lights on another telephone. On the primary telephone, you can perform all operations (such as dialing telephone calls, placing calls on hold, forwarding calls, and so on). On the secondary telephone, you can answer calls that are made to the primary telephone's extension but you cannot make calls using the buttons that are associated with the primary telephone.

The administrator can create bridged extensions on:

- Any NBX Business Telephone or NBX 3101 or 3101SP Basic Telephone
- An NBX 2101 Basic Telephone if an NBX Attendant Console is associated with it. The administrator creates the bridged extension on the Attendant Console.

Example:

If an assistant's job is to answer a manager's telephone calls, the administrator can map the manager's extension on the assistant's telephone. The manager's telephone is the primary telephone, and the assistant's telephone is the secondary telephone.

Your administrator can map a primary telephone's extension to one or more secondary telephones.

Delayed Ringing

(NBX Business Telephone and Attendant Console only) The Delayed Ringing feature prevents a call on a shared line from ringing on a specific telephone until the incoming call rings on another telephone for a specified number of times.

A shared line can be a bridged extension or an incoming analog telephone line that is mapped to more than one telephone.

Example:

The administrator programs (maps) a telephone extension to appear on both a manager's telephone and the assistant's telephone; that is, it is a bridged extension. The administrator has also enabled the Delayed Ringing feature on the manager's telephone and has specified 4 rings (a typical setting).

Downloaded from www.Manualslib.com manuals search engine

When a call comes in to the manager on that extension, the assistant's telephone rings 4 times before the call audibly rings on the manager's telephone. Even during the first silent rings, the line's status light on the manager's telephone flashes, allowing the manager to answer the call if required.

Using Pulse Dialing

In some locations, analog telephone users must dial telephone calls using *pulse* dialing instead of *tone* dialing (also called *Dual Tone Multi Frequency,* or *DTMF*, dialing).

Your administrator must configure the Analog Line Card ports for pulse dialing.

Examples:

- Some of your telephone lines are provided by a telephone company that supports only pulse dialing while other lines are provided by a different telephone company that supports DTMF dialing.
- Your organization's telephone service provider offers low-cost, pulse-dialing-only service.
- In some situations, you must switch to DTMF dialing during a call. For example, if your call is answered by an automated attendant that requires that you enter information from your telephone keypad, you must typically enter the information using DTMF dialing.

Using a Feature Code

To change from pulse dialing to DTMF during a call:

1. Press the **Feature** button and **891**.
2. Your connection is switched from pulse to tone (DTMF) for the remainder of the call. When you hang up, the port you were using on the Analog Line Card reverts to pulse dialing mode.

Using a Mapped Button

Your administrator can map a button on your telephone so that you can press the button to change from pulse dialing to DTMF during a call. When you hang up, the port that you were using on the Analog Line Card reverts to pulse dialing mode.

Using a Personal Speed Dial

You can configure a personal speed dial in the NBX NetSet utility to dial a number in pulse dial mode and then to switch to DTMF. Use the left angle-bracket character (**<**) in the NBX NetSet utility as the command to

Downloaded from www.Manualslib.com manuals search engine

switch to DTMF mode. You can also include the digits that you want the system to dial after it switches to DTMF. The system dials any digits after the **<** using DTMF tones. When you hang up, the port that you were using on the Analog Line Card reverts to pulse dialing mode.

For additional information about programming speed dials, see "Personal Speed Dials" in Chapter 8.

Additional Applications

These software applications are available on the *NBX Resource Pack CD*:

- NBX Call Reports *
- NBX TAPI Service Provider (NBXTSP)
- NBX Desktop Call Assistant (formerly NBX TAPI Dialer) *
- Complement Attendant Software *
- Palm Dialer
- pcXset Soft Telephone *
- NBX Media Driver

** This application has been tested with Window XP Home Edition and Windows XP Professional Edition.*

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

10 NBX 3105 and 1105 Attendant Consoles

NBX Attendant Consoles and the NBX Complement Attendant Software (CAS) application enable a receptionist to handle high call volumes efficiently. Although receptionists are the primary users of the Attendant Console and CAS, the two can also be used by busy sales representatives and others who receive a high volume of telephone calls or who make frequent calls to the same telephone numbers.

This chapter covers these features:

- NBX Attendant Console — A device that works along with NBX Telephones to increase call handling capability. In many offices, the Attendant Console is used by a receptionist or switchboard operator, who is referred to in this guide as "the receptionist."
- Complement Attendant Software (CAS) — A software application that allows a receptionist to answer and route calls using a personal computer. Your administrator installs the Complement Attendant Software on your computer from the *NBX Resource Pack CD*.

The Attendant Console and Complement Attendant Software can be used at the same time. However:

- When incoming calls appear on the Attendant Console, you must handle them using the buttons of the console.
- When calls appear on the CAS computer screen, you must handle them using the mouse and the CAS software features.

Downloaded from www.Manualslib.com manuals search engine

NBX Attendant Console

The NBX 3105 and 1105 Attendant Consoles each have 50 Access buttons and 4 preprogrammed Feature buttons. Although the design of the two Attendant Consoles is different, the buttons work the same way. In effect, the Attendant Console is an extension of the NBX Business Telephone or NBX Basic Telephone to which it is associated.

See Figure 12 for NBX 3105 Attendant Console buttons and controls and Figure 13 for NBX 1105 Attendant Console buttons and controls.

Access Buttons

The 50 Access buttons on an NBX Attendant Console can each have two sets of assignments: 1 through 50, and 51 through 100. To toggle between the two sets of assignments, you press the **Shift** button.

Your administrator can assign features to each Access button. Possible features include:

- Status of internal telephone extensions (busy, available)
- Status of external telephone lines
- Speed dials for:
  - User extensions
  - Pager numbers
  - Cellular telephone numbers
- Message Waiting Indicators (MWI) for:
  - Group mailboxes
  - Phantom or personal mailboxes
- Time of Day Service Modes (See your administrator for details.)
- Status of Hunt Group and Calling Group lines

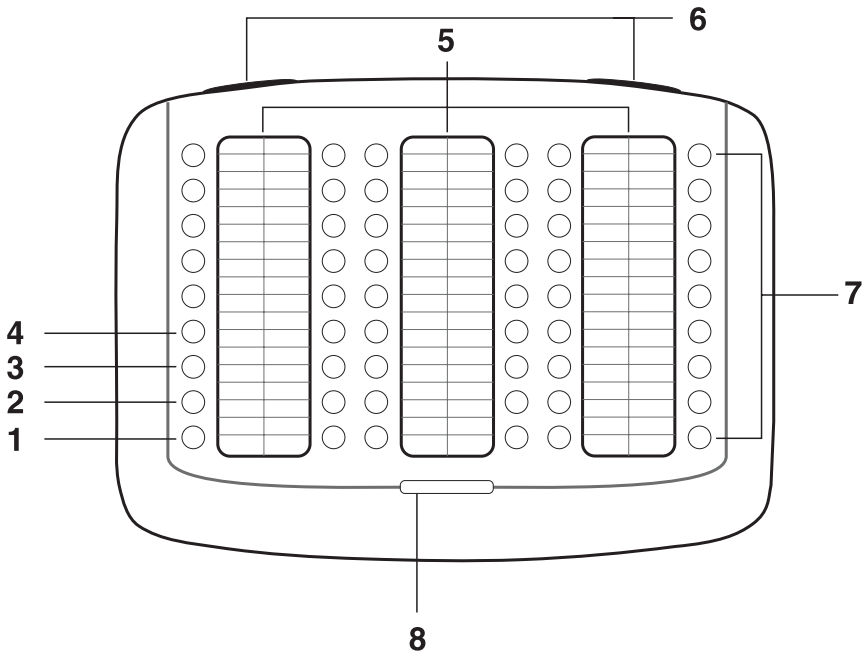
Feature Buttons

The four Feature buttons are preprogrammed for the most common features needed by a receptionist: Transfer, Transfer to Voicemail, Park, and Hold. The **Shift** button does not affect the operation of the Feature buttons. Your administrator can change the features assigned to each button using the NBX NetSet utility.

Figure 12 and the text that follows it describe the features on the NBX 3105 Attendant Console. Figure 13 and the text that follows it describe the NBX 1105 Attendant Console.

Downloaded from www.Manualslib.com manuals search engine

Figure 12 NBX 3105 Attendant Console



1 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

2 **Transfer button** — Enables you to send a call to another telephone. See "Transferring a Call" in Chapter 7.

3 **Direct Mail Transfer button** — Allows you to send a caller directly to another user's voice mailbox or phantom mailbox. See "Direct Mail Transfer" in Chapter 7.

4 **Call Park button** — Places a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 9.

5 **Labels** — You can print labels for your Attendant Console using the LabelMaker utility in the NBX NetSet utility or on the *NBX Resource Pack CD*. See "Attendant Console Labels" next.

6 **Label cover tabs** — Allow you to unsnap the plastic cover to insert labels.

7 **Access buttons** — A light next to each button indicates whether the line is available or in use, or whether assigned features are enabled. For details of button status, see Table 7 in Chapter 3.

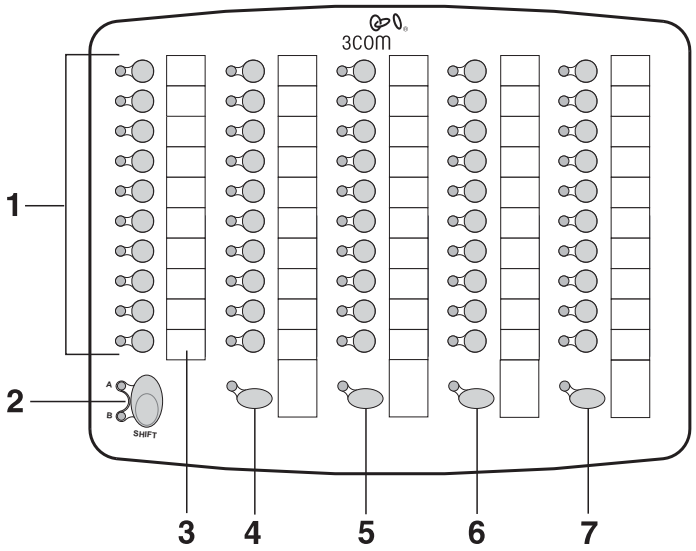
8 **Shift button** — Enables you to toggle between the two sets of Access button assignments on the Console. Press the **Shift** button to switch

Downloaded from www.Manualslib.com manuals search engine

between assignments 1 through 50 and assignments 51 through 100. The **Shift** button LED is lighted when you have buttons 51 through 100 selected.

Figure 13 and the text that follows it describe the features on the NBX 3105 Attendant Console.

Figure 13 NBX 1105 Attendant Console



1 **Access buttons** — A light next to each button indicates whether the line is available or in use, or whether assigned features are enabled. For details of button status, see Table 7 in Chapter 3.

2 **Shift button** — Enables you to toggle between the two sets of button assignments on the Console. Press the **Shift** button for assignments 1 through 50. Press **Shift** again for assignments 51 through 100. The **Shift** button LED is lighted when you have buttons 51 through 100 selected.

3 **Labels** — You can print labels for your Attendant Console using the LabelMaker forms in the NBX NetSet utility or on the *NBX Resource Pack CD*. See "Attendant Console Labels" next.

4 **Transfer button** — Enables you to send a call to another telephone. See "Transferring a Call" in Chapter 7.

5 **Direct Mail Transfer button** — Allows you to send a caller directly to another user's voice mailbox or phantom mailbox. See "Direct Mail Transfer" in Chapter 7.

Downloaded from www.Manualslib.com manuals search engine

6 **Call Park button** — Places a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 9.

7 **Hold button** — Places a caller on hold. See "Putting a Call on Hold" in Chapter 7.

Attendant Console Labels

To create, print, and save labels for your Attendant Console:

1 Log in to **NBX NetSet > Speed Dials > Attendant Console Labels**. Save the file to a location on your PC, and then open the file:

   a Locate the file, labels.exe, using one of these methods:

   - Open Windows Explorer and navigate to the file.
   - Double-click My Computer and navigate to the file.
   - Depending on your operating system, click **Start > Find > Files or Folders** or **Start > Search > For Files or Folders,** and type the name of the file, labels.exe, in the appropriate text box.

   b Double-click the file icon to start the LabelMaker program.

2 Find the page in the LabelMaker that has labels for your attendant console.

3 Edit the label template by clicking any of the label text boxes to highlight the existing text, and then typing new text.

4 Press **Tab** to move to the next text field in the label.

5 Click the **Print** button at the top of the LabelMaker screen to open the Print dialog. Specify which page you want to print. Typically, the default is to print all pages.

6 Click **Print.**

7 Cut out the labels and put them in the label holders of your attendant console.

8 To save the edited LabelMaker, click the **Save** button at the top of the LabelMaker screen. Or you can click **File** > **Save As** to save the LabelMaker to a new location.

To reuse your saved LabelMaker, you must run the file that you saved to your computer. If you launch the LabelMaker from the NBX NetSet utility, you always get the default version. If you save the default version to the same place you saved an earlier edited version, you overwrite the earlier version.

Downloaded from www.Manualslib.com manuals search engine

Complement Attendant Software

The Complement Attendant Software is an optional component, which requires a license. On your personal computer, the Complement Attendant Software displays your telephone directory in a series of tabs. Each tab sorts the directory by a different type of information, for example, by last name, by department, or by extension.

When you answer a call using the Complement Attendant Software, you can select a user from the directory and transfer the call to that user.

Table 14 describes the main elements of the Complement Attendant Software screens.

Table 14 Elements of the Complement Attendant Screens

Field	Purpose
Display Panel	Displays Caller ID information (name and extension number), the status of a call, and the duration of the call. The number of calls displayed depends on the number of access lines that you have specified in your general settings.
Find/Phone# Display	Provides the extension number and name of the person selected in the directory.
Clear Button	Cancels previous criteria.
Extension Tab	Sorts the data in the directory by listing the extension numbers in ascending order.
First Tab	Sorts the list of users in alphabetical order by first name.
Last Tab	Sorts the list of users in alphabetical order by last name.
Department Tab	Sorts the directory by the user department.
Hidden Tab	Hides entries in the NBX directory that you do not want to appear on other tabs, such as conference room phones.
Quick Tab	Provides access to frequently used entries in the directory.

Downloaded from www.Manualslib.com manuals search engine

Table 15 describes Complement Attendant Software buttons and the keyboard shortcuts to functions on the Action menu.

Table 15 Attendant Software Buttons and Keyboard Shortcuts

Button	Purpose	Keyboard Shortcut
Answer	Answers an incoming call.	Alt+A
Dial	Dials a selected number to place an outgoing call.	Alt+D
Park	Places a call in a "holding pattern" so that it can be retrieved from another telephone on the system.	Alt+K
UnPark	Releases a caller from a "holding pattern."	Alt+U
Release	Terminates a call.	Alt+R
Hold	Places a caller on hold.	Alt+H
UnHold	Removes a caller from being on hold and returns to the call.	Alt+N
Transfer	Forwards a call to another telephone.	Alt+T
Complete Transfer	Completes the transfer of a call.	Alt+M
Cancel Transfer	Cancels a transfer.	Alt+S
Conference	Establishes a single call with up to three additional internal or external parties.	Alt+C
Complete Conference	Completes the conference call.	Alt+P
Cancel Conference	Cancels the addition of a party to a conference call.	Alt+E

Managing Calls

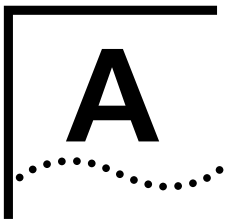
To manage incoming calls using the Complement Attendant Software, click the buttons at the bottom of the screen, as described here:

1. Select a sort method by clicking the appropriate tab. For example, to select a user by last name, click the **Last** tab.
2. Click the user's name. The user's extension number and name appear in the **Find/Phone #** field.
3. Click the button for the way that you want to handle the call. For example, to transfer a call, click **Transfer**. To park a call, click **Park**.

For additional information on using the Complement Attendant Software, see the Help system in the software.

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine



TELEPHONE INSTALLATION AND MAINTENANCE

This chapter covers these topics:

- Connecting the Telephone
- Installing the 3102 Telephone Label Plate
- Attaching and Adjusting the 3101/3102/3105 Support Bracket
- Attaching and Adjusting the 1102/2101/2102 Support Bracket
- Moving Your Telephone
- Swapping Telephones
- Cleaning Your Telephone
- Troubleshooting Problems

Connecting the Telephone

Although the connector layout varies between telephones, all NBX telephones and attendant consoles use these symbols to identify the connectors:

Power connection for an AC power adapter. The adapter is an optional component on NBX 3101 and 3102 Telephones and the 3105 Attendant Console.

Network connection. Connects the device to the network. NBX 3101 and 3102 Telephones and the 3105 Attendant Console, as well as older NBX telephones that include "PE" in the part number, can accept a powered Ethernet cable that conforms to the Power over Ethernet (IEEE 802.3af) standard.

Switch port for connecting a computer or other network device, such as an NBX Attendant Console, to the network.

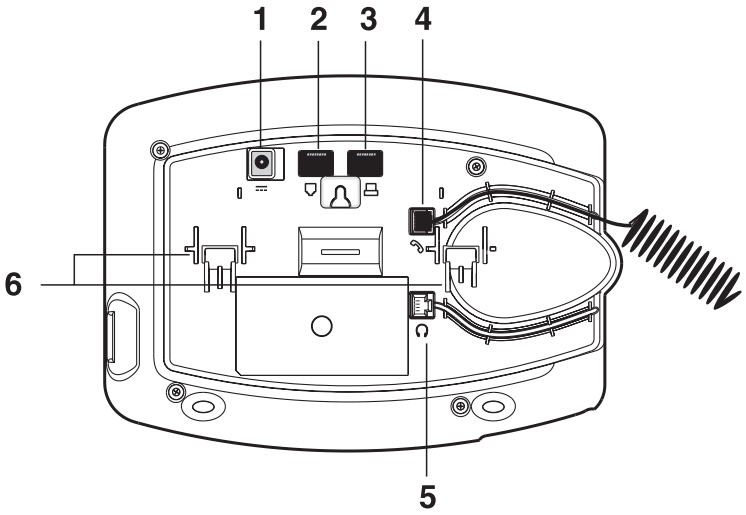
Handset connector.

Headset connector. NBX 3102 only.

Downloaded from www.Manualslib.com manuals search engine

Figure 14 shows underside of the NBX 3102 Business Telephone. Connection details for each type of NBX device are listed on the packing sheet that is shipped with the device.

Figure 14 Underside of the NBX 3102 Business Telephone



CAUTION: *The NBX system operates over the LAN, not through traditional telephone wiring. Your telephone connects to the NBX system through an RJ-45 LAN connector instead of an RJ-11 telephone connector. Your telephone will not work unless it is connected properly. Ask your administrator if you have questions about your telephone connection.*

The underside of an NBX telephone or attendant console includes:

1. AC power adapter connection (optional on the 3101, 3102, and 3105)
2. Ethernet connector for connection to the LAN
3. Ethernet connector for an optional connection to your desktop computer
4. Handset connector
5. Headset connector (3102 only)
6. Tabs for the support bracket

- *For information about the underside of each NBX Telephone, and for information about how to connect any NBX Telephone or Attendant Console to a Power over Ethernet source, see the packing sheet that comes with the device.*
- *Strain relief clamps are built into the 3101/3102/3105 support bracket.*

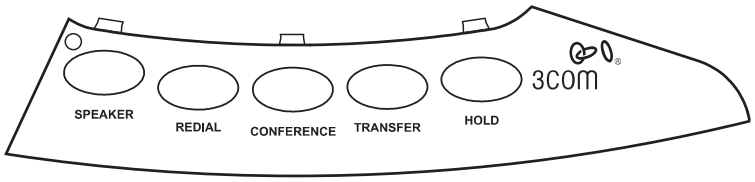
Downloaded from www.Manualslib.com manuals search engine

Installing the 3102 Telephone Label Plate

The NBX 3102 Business Telephone has a label plate with localized button labels that you must install. Once you snap the plate onto the telephone, you cannot remove it.

To install the plate, slip the tabs along the top edge of the plate into the slots on the telephone, and then press firmly along the bottom edge of the plate until you feel it snap into place.

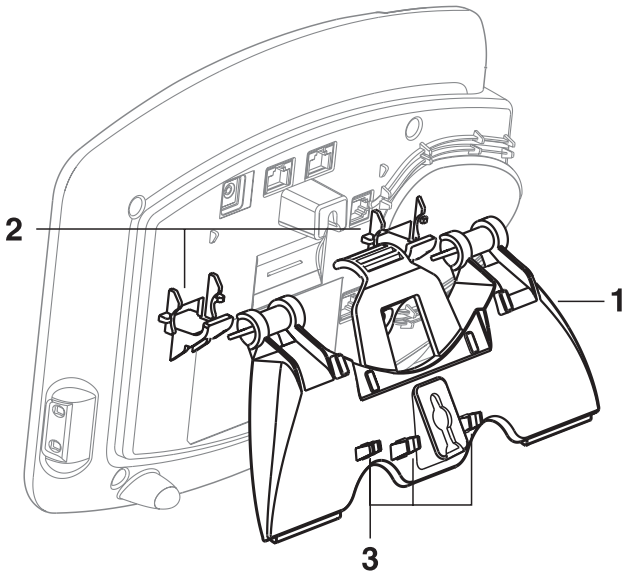
Figure 15 NBX 3102 Label Plate



Attaching and Adjusting the 3101/3102/3105 Support Bracket

The articulating support bracket is common to the NBX 3105 Attendant Console, the 3101 and 3101SP Basic Telephones, and the 3102 Business Telephone. Figure 16 shows a 3102 Telephone.

Figure 16 Attaching the Support Bracket



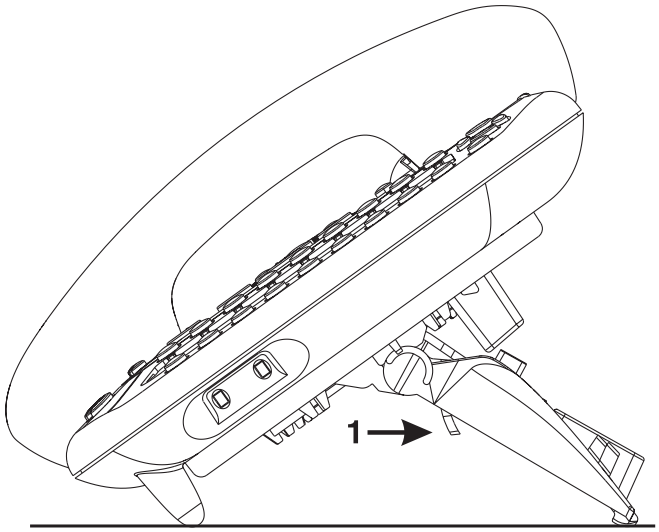
To attach the support bracket, **1**, snap the bracket into the mounting supports **2**, on the bottom of the telephone.

After you connect the cables to the phone, press the cables into the cable management clamps **3**, on the stand.

Downloaded from www.Manualslib.com manuals search engine

Figure 17 and Figure 18 show the NBX 3102 Telephone. The instructions also apply to the 3105 Attendant Console and the 3101 and 3101SP Basic Telephones.

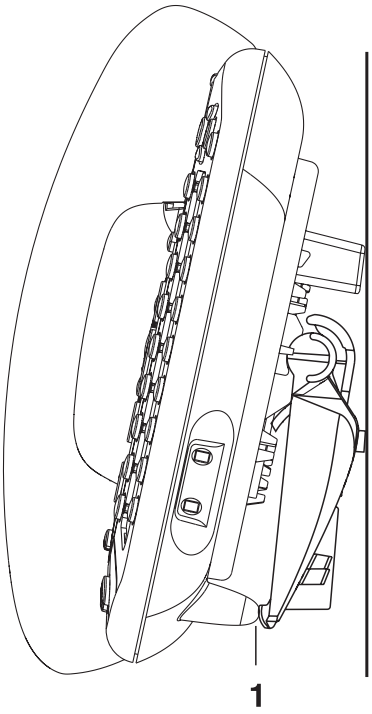
Figure 17 Adjusting the Support Bracket



To adjust the support bracket, press to release the lock tab **1**, rotate the bracket to the position that you want, and then release the lock tab.

Figure 18 Wall Mounting a 3102 Telephone

When you mount a 3101, 3101SP, or 3102 telephone on a wall, attach the support bracket and adjust it so that the bottom of the support bracket rests against the bottom supports on the telephone, **1**.



Downloaded from www.Manualslib.com manuals search engine

Attaching and Adjusting the 1102/2101/2102 Support Bracket

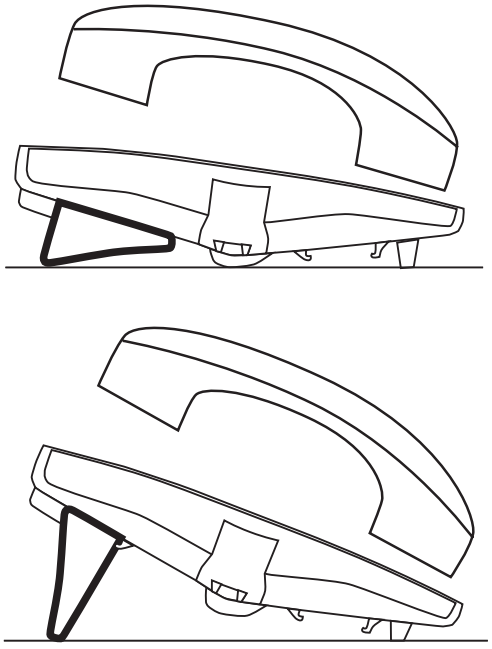
Each NBX Telephone and Attendant Console is shipped with a support bracket that you attach to the telephone. The 1105 Attendant Console and 2101, 1102, 2102, and 2102-IR Telephone support bracket can be attached in low profile, high profile, or wall mount positions.

Tabs on the underside of the telephone slip into slots on the bracket, and the opposite mounting points snap into place.

Low-Profile and High-Profile Positions

In Figure 19, the support bracket is outlined to show you how to install the NBX Telephone in the low-profile and high-profile desktop positions.

Figure 19 Low-Profile and High-Profile Desktop Positions



Downloaded from www.Manualslib.com manuals search engine

Wall-Mount Position

To mount an NBX 1102, 2102, or 2102-IR Telephone on a wall, put the bracket on the opposite end of the telephone in the low-profile position. Pull and twist the knob on the underside of the phone 90 degrees (Figure 20) so that the spring- loaded peg projects out on the top of the phone (Item 1 in Figure 21).

Figure 20 Knob for the Handset Support Peg

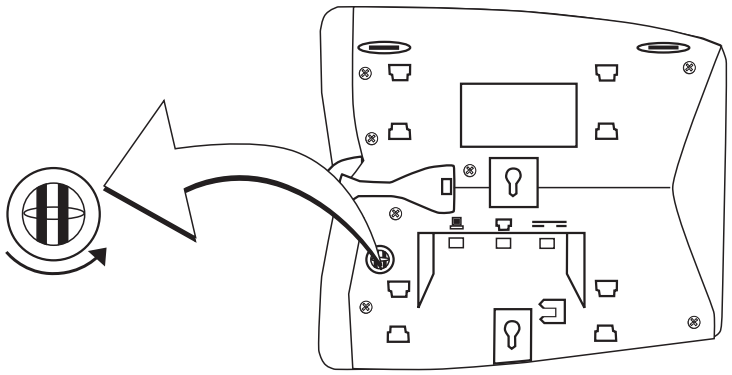
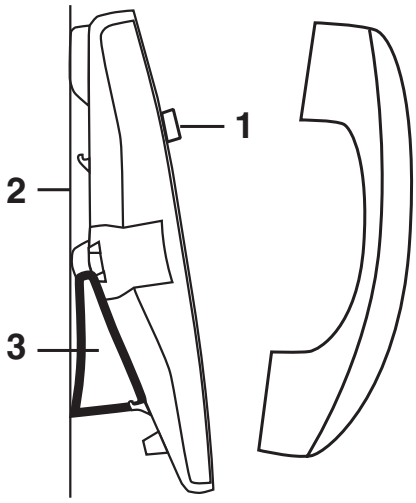


Figure 21 shows an NBX 2102 Telephone in the wall-mount position.

Figure 21 Wall-Mount Position



1 Handset support peg

2 Wall with a solid backing

3 Support bracket in the low-profile position on opposite end of telephone

Downloaded from www.Manualslib.com manuals search engine

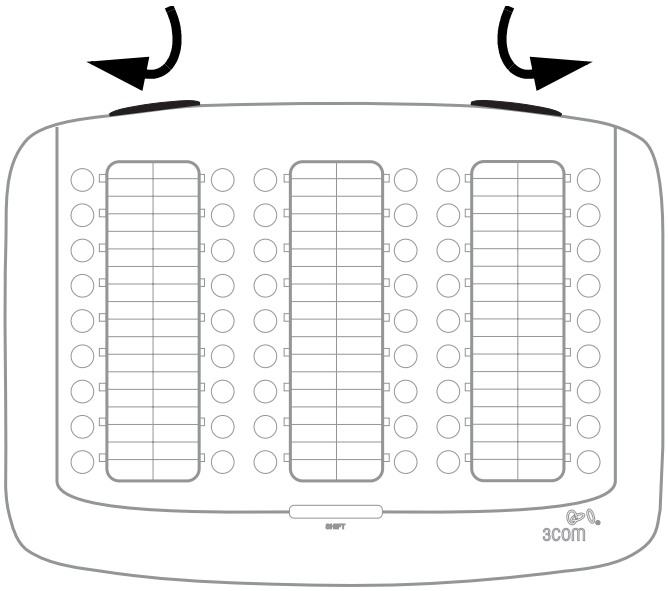
Security Wall-Mount Bracket

Every NBX 1102, 2101, 2102 and 2102-IR Telephone can be fitted with an optional security wall-mount bracket that ensures that the device cannot be removed by unauthorized persons. For how to order this bracket, consult your 3Com NBX Voice-Authorized Partner. Read and follow the instructions that come with the bracket.

Opening the 3105 Attendant Console Label Cover

For instructions on how to create and print labels, see "Attendant Console Labels" on page 48.

Figure 22 3105 Attendant Console Label Cover Tabs



After you print the labels and then cut them out, remove the plastic cover from the Attendant Console by pulling up on the two tabs at the top of the Attendant Console until the top of the cover pops off.

Moving Your Telephone

All NBX Telephones have the Automatic Telephone Relocation feature. Each telephone has a unique "address." You can move your telephone to another location, connect it to any Ethernet jack on the LAN, and still maintain all of your personalized features, speed dials, and extension number.

Swapping Telephones

Because your extension number and personal settings are associated with your physical telephone, only your administrator can move phone extension settings from one telephone to another.

Downloaded from www.Manualslib.com manuals search engine

Cleaning Your Telephone

Always unplug your telephone from the power source and from the network before you clean it. Use a soft cloth dampened with mild detergent.

WARNING: *Failure to unplug the telephone before you clean it could result in electrical shock.*

Troubleshooting Problems

Table 16 lists possible problems that you may encounter and the most likely solutions. Where possible, each solution refers to the section in this guide where you can find detailed information.

Table 16 Possible Problems

Possible Problem	Suggested Solutions
My telephone has no dial tone and the display panel is blank.	■ Verify that the power cord is fully inserted in the correct connector on the underside of the telephone. Use the strain relief tab to prevent the cord from becoming unplugged. ■ Verify that the Ethernet cables are connected and that each cable is in the proper connection. ■ Remove and add power to the telephone by unplugging the power cord at the electric outlet and plugging it back in. ■ If the telephone is powered through a powered Ethernet cable, make sure that power is applied to the cable at its source.
My telephone has "locked up."	■ Your telephone has lost the connection to the system. Remove the Ethernet cord from the jack, and then re-insert it into the jack. ■ Wait a few seconds. If the telephone display panel still appears to be locked, disconnect the electrical power for your telephone, and then plug it back in.
Callers cannot leave messages on my voice mail.	■ Your mailbox may be full. Log in to your voice mailbox and delete some messages. ■ Your telephone may be set up for **Greeting Only Mailbox**. Log in to **NBX NetSet > NBX Messaging** and clear the **Greeting Only Mailbox** checkbox.
When I park a call, the display panel shows "Park xtn in use," and the call returns to my telephone.	You have selected a Call Park extension that is already in use. Try another Call Park extension. Your administrator can add additional Call Park Extensions. For details, see "Call Park" in Chapter 9.

Downloaded from www.Manualslib.com manuals search engine

Table 16 Possible Problems (continued)

Possible Problem	Suggested Solutions
When I dial 9 or 8 to access an outside line, the display panel shows "All Ports Busy."	No outside lines are available. Try again in a few minutes.
After I call another user in my organization, I hear a tone but no ringing.	The other user may have the **Hands Free Active on Intercom** feature enabled. Begin speaking after you hear the tone. For details, see "Telephone Buttons and Controls" in Chapter 2 or Chapter 3.
On my NBX Business Telephone, all incoming internal calls come over my speaker phone.	You have the **Hands Free Active on Intercom** feature enabled. For details, see "Telephone Buttons and Controls" in Chapter 2 or Chapter 3.
When I try to access the NBX NetSet utility, I do not get a response after I type the NBX system's IP address and press **Enter**.	Ask your administrator to verify the IP address that you typed into your web browser.
I am unable to log in to the NBX NetSet utility.	You must set up your voice mail before you can use the NBX NetSet utility. Press the **MSG** button. The prompts guide you through the setup. Then use your voice mail password to access the NBX NetSet utility. If you are on an analog telephone, see "Setting Up Your Password and Voice Mail for the First Time" in Chapter 1.
My telephone is not forwarding my incoming calls to my voice mailbox.	In **NBX NetSet > User Information > Call Forward,** verify that you have selected **Forward to Voice Mail** as your call coverage point. For details, see "Setting Your Call Coverage Point" in Chapter 7.
On my NBX Business Telephone, I added a One-Touch speed dial, but the telephone does not dial that number.	Use only numeric characters in your Speed Dial setup. For details, see "Special Case: One-Touch Speed Dials" in Chapter 8.
I try to pick up a call ringing on another telephone using Directed Call Pickup, but it fails.	The telephone that you are using to pick up the call may not be in the same group as the telephone that is ringing and the telephone group to which the ringing telephone belongs does not allow nonmember pickup. See "Call Pickup" in Chapter 9.
My telephone keeps ringing after I pick up the handset.	■ Your telephone may have lost connection to the system immediately after a call came in. Remove the Ethernet cord from the jack, then re-insert it into the wall jack. ■ Wait a few seconds. If the telephone continues to ring, disconnect the electrical power for your telephone, and then plug it back in.

Downloaded from www.Manualslib.com manuals search engine

Table 16 Possible Problems (continued)

Possible Problem	Suggested Solutions
The display panel shows "Wait for NCP."	Your telephone may be disconnected from the system. Hang up your telephone and wait a few seconds. Then pick up the handset. If the message still appears on your telephone display panel, contact your administrator.

Downloaded from www.Manualslib.com manuals search engine

INDEX

A

Access buttons
- 1102, 2102, 2102-IR Business Telephones 25
- 1105 Attendant Console 104
- 2101 Basic Telephone 38
- 3101 and 3101SP Basic Telephone 31
- 3102 Business Telephone 19
- 3105 Attendant Console 103

account codes and billing codes 86
administrator, definition 10
All Ports Busy message 117
analog telephones on an NBX system 13
announcements, broadcasting 94
answering calls 56
applying your call permissions to another telephone 81
Attendant Console
- 1105 Access buttons 104
- 3105 Access buttons 103
- introduction 101
- overview 102

Attendant Console Labels
- creating 105

Auto Attendant, definition 10
automatic telephone relocation 70

B

billing and account codes 86
blocking
- internal and external ID 87
- unauthorized outbound calls 80

bracket
- 1102, 2102, 2102-IR, security wall-mount 115
- 3101 and 3102, telephone support 111

branch offices, calling 95
bridged extensions 97
broadcasting announcements 94
buttons
- 1102, 2102, 2102-IR Business Telephones 24
- 1105 Attendant Console 104
- 2101 Basic Telephone 36
- 3101, 3101SP Basic Telephones 30
- 3102 Business Telephone 18
- 3105 Attendant Console 103

C

call centers 89
call coverage point 60
call forward
- call coverage point 60
- problems with 117

call logs, on telephone display panel 57
call park
- default extensions 93
- introduction 93
- retrieving a parked call 94

Call Park button
- 1102, 2102, 2102-IR Business Telephones 27
- 1105 Attendant Console 105
- 3102 Business Telephone 21
- 3105 Attendant Console 103

call permissions
- applying yours to another telephone 81
- introduction 80

call pickup
- directed 89
- group 89
- introduction 88
- problem 117

call toggle button
- 2101 Basic Telephone 37

call toggle on 2101 Basic Telephone
- managing incoming calls 56

Call Transfer service (analog lines) 27
Call Waiting service (analog lines) 27
caller ID
- identity restriction 87
- restricting on outbound calls 87

calling groups
- overview 89
- sample configuration 92

Calling Line Identity Restriction (CLIR) 87
CAS see Complement Attendant Software (CAS) 106

Downloaded from www.Manualslib.com manuals search engine

Class of Service (CoS) override 81
cleaning telephones 116
CLIR 87
codes
  account and billing 86
  NBX Feature Codes Guide 9
Complement Attendant Software (CAS)
  computer screens and tabs 106
  features 106
  introduction 101
  keyboard shortcuts 107
Conference button
  1102, 2102, 2102-IR Business Telephones 25
  3102 Business Telephone 19
conference calls
  adding parties 65
  dropping last party 66
  introduction 65
connecting a headset
  3102 Business Telephone 20, 82
  other telephones 83
connecting telephones
  caution, RJ-45 versus RJ-11 jacks 110
  electrical power 109
conventions, typographical 10
creating voice mail messages 48

D

delayed ringing 97
dial tone, troubleshooting an NBX Telephone 116
dialing calls
  other methods 59
  redial 60
  release with headset 82
  switching from pulse to tone 98
Direct Mail Transfer button
  1102, 2102, 2102-IR Business Telephones 27
  1105 Attendant Console 104
  3102 Business Telephone 21
  3105 Attendant Console 103
direct mail transfer, overview 64
directed call pickup 89
display panel
  1102, 2102, 2102-IR Business Telephones 24
  2101 Basic Telephone 36
  3101 and 3101SP Basic Telephones 31
  3102 Business Telephone 19
  call logs, user directory, and speed dial lists 57
  icons, 2101 Basic Telephone 38
Do Not Disturb feature 78
dual tone multi-frequency (DTMF) dialing 98
dynamic hunt groups 90, 91

E

electrical shock, avoiding 116
e-mail
  getting voice mail messages in 52
  notification of voice mail messages 75
external paging 94
external telephone calls, dialing 59

F

Feature button
  1102, 2102, and 2102-IR Business Telephone 27
  2101 Basic Telephone 37
  3101 and 3101SP Basic Telephones 33
  3102 Business Telephone 21
Feature Codes Guide in NBX NetSet utility 13
feature settings
  CLIR-All 88
  Do Not Disturb 79, 80
  Forward Calls to Mail 52
Find/Phone Tab, Complement Attendant Software (CAS) 106
Flash button
  1102, 2102, 2102-IR Business Telephones 27
forgot my password 41, 42
forwarding calls
  directly to another user's mailbox 64
  to your call coverage point 60
  to your voice mailbox 60
  to your voice mailbox from a Basic Telephone 51
  to your voice mailbox from a Business Telephone 51
  unanswered calls 60
forwarding voice mail messages 47
Fwd Mail button
  1102, 2102, and 2102-IR Business Telephones 26
  3102 Business Telephone 19
  using 51

Downloaded from www.Manualslib.com manuals search engine

G

Greeting-Only mailboxes 52
group call pickup 89
group lists, personal voice mail
  creating 49
  modifying 50
group voice mailbox 53

H

Hands Free button
  1102, 2102, and 2102-IR Business Telephones 26
  3102 Business Telephone 20
handset volume 67
headset
  connector on 3102 Business Telephone 20
  using 82
Headset button, 3102 Business Telephone 22
headset volume 67
hold
  2101 Basic Telephone 61
  Business Telephones and 3101 and 3101SP Basic Telephones 61
  by parking calls on a 2101 Basic Telephone 93
  introduction 61
  more than one call 62
Hold button
  1102, 2102, and 2102-IR Business Telephones 25
  1105 Attendant Console 105
  2101 Basic Telephone 37
  3101 and 3101SP Basic Telephones 31
  3102 Business Telephone 19
  3105 Attendant Console 103
hunt groups
  and the Do Not Disturb feature 79
  calling groups 92
  dynamic 90
  introduction 90
  logging in to or out of all 91
  sample configuration 90
  static 90

I

icons in the NBX NetSet utility
  navigation 16
  shortcuts 16
icons, display panel
  locked telephone 80
  status on 2101 Basic Telephone 38
incoming calls
  answering 56
  calling groups 90
  forwarding directly to another user's mailbox 64
  hunt groups 90
  on a 2101 Basic Telephone 56
  transferring 63
indicators of voice mail messages
  off-site notification 75
  on your phone 43
infrared port 26
installing telephones 109
intercom
  Hands Free button, 1102, 2102, and 2102-IR Business Telephones 26
  Hands Free button, 3102 Business Telephone 20
  internal paging 94
internal caller ID 87
internal calls, dialing 59
internal paging 94

J

jack, Ethernet 70

L

Label cover tabs
  3105 Attendant Console 103
LabelMaker
  Windows Desktop shortcut 75
LabelMakers
  for Attendant Consoles 105
  for telephones 74
labels
  Attendant Console, creating 105
length of voice messages 40
lights, status
  1102, 2012, and 2102-IR Business Telephone 28
  3101 and 3101SP Basic Telephones 33
  3102 Business Telephone 22
listening to messages
  from an analog telephone 43
  from an NBX telephone 42
  from remote telephones 44
lists
  modifying personal voice mail group lists 50
  personal voice mail group lists 49
locking your telephone
  blocking unauthorized calls 80

Downloaded from www.Manualslib.com manuals search engine

off-site notification 77
logs on NBX telephone display panel
answered calls 57
dialed calls 57
missed calls 57
long-distance calls, preventing 79

M

mailboxes
greeting-only 52
group 53
phantom 53
setting up personal 13
maintenance, telephone 109
message waiting indicators
1102, 2102, and 2102-IR Business Telephones 26
2101 Basic Telephone 43
3101 and 3101SP Basic Telephones 30, 43
3102 Business Telephone 18, 43
analog telephones 43
Business Telephone, 1102, 2102, and 2102-IR 43
for a telephone group 53
messages
creating and sending 48
forwarding 47
listening to from a remote location 44
listening, from telephone 44
listening, NBX NetSet 43
maximum length 40
Message Waiting Indicator for a group 53
private 51
replying to 46
sending 48
urgent 51
Messaging, NBX 40
microphone
3101SP Basic Telephone 31
3102 Business Telephone 19
moving telephones 70, 115
MSG button
1102, 2102, and 2102-IR Business Telephones 26
2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 31
3102 Business Telephone 20
Mute button
1102, 2102, and 2102-IR Business Telephones 25
3101 and 3101SP Basic Telephones 32
3102 Business Telephone 20
MWI
See message waiting indicators

N

name announcement
changing 42
setting the first time 14
NBX Basic Telephone 35
3101 and 3101SP 29
NBX Business Telephones
3102 17
NBX Messaging 40
NBX NetSet
listening to messages 43
NBX NetSet password
changing 14
forgotten 14
initial 14, 16
overview 41
NBX NetSet utility
getting started 15
overview 15
problems with 117
notification, off-site 75

O

off-site notification 75
outbound calls
dialing 59
speed dials 70

P

pager, off-site notification 75
paging 94
required equipment 94
restricted by Do Not Disturb 79
to announce a parked call 93
Palm integration 84
Park button
3105 Attendant Console 103
parking a call
overview 93
retrieving a parked call 94
passwords
changing in the NBX NetSet utility 16
changing on the telephone 41

Downloaded from www.Manualslib.com manuals search engine

forgotten 41, 42
security tips 41
permissions
allowed calls 80
viewing your call permissions 80
personal greeting
changing 42
setting the first time 14
personal speed dial buttons
1102, 2102, and 2102-IR Business Telephone 28
3102 Business Telephone 21
personal speed dial numbers 71
personal voice mail group lists
creating 49
modifying 50
phantom mailboxes 53
picking up calls 88
placing calls on hold
See hold
position, wall-mount bracket 114
printing speed dial lists 74
private messages 51
problems, solving 109
Program button
1102, 2102, and 2102-IR Business Telephones 25
3102 Business Telephone 19
programmable Access buttons
1102, 2102, 2102-IR Business Telephones 25
1102, 2102, and 2102-IR Business Telephones 27
1105 Attendant Console 104
2101 Basic Telephone, 38
3101 and 3101SP Basic Telephone 31
3101 and 3101SP Basic Telephones 32
3102 Business Telephone 19, 21
3105 Attendant Console 103
public address system 94
pulse dialing 98
putting calls on hold
See hold

Q

Quick Reference sheets 16

R

receptionist
and the Attendant Console 102
and the Complement Attendant Software (CAS) 106
definition 10
Redial button
1102, 2102, and 2102-IR Business Telephones 25
3102 Business Telephone 19
redialing calls 60
Release button
1102, 2102, and 2102-IR Business Telephones 27
3102 Business Telephone 21
releasing calls with headset 82
relocating telephones 115
remote notification 75
remote offices, calling 95
replying to voice mail messages 46
ringer
tone, choosing 70
volume 67
ringing
delayed 97
Do Not Disturb 78
RJ-11 jack caution, avoiding use with NBX telephones 110
RJ-45 jack caution, using instead of RJ11 110

S

scroll buttons
1102, 2102, and 2102-IR Business Telephones 25
2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 31
3102 Business Telephone 19
security
passwords 41
preventing unauthorized outbound calls 79
telephone line on multiple telephones 85
wall-mount bracket, 1102, 2102, 2102-IR 115
sending messages 48
shared telephone lines
bridged extensions 97
delayed ringing 97
hunt groups 89
Shift button
1105 Attendant Console 104
3105 Attendant Console 103
simultaneous paging 94
site codes 96
soft buttons
1102, 2102, and 2102-IR Business Telephones 24

Downloaded from www.Manualslib.com manuals search engine

2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 30
3102 Business Telephone 18
software, Complement Attendant (CAS) 106
sound volume
1102, 2102, and 2102-IR Business Telephone 25
2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 31
3102 Business Telephone 20
Speaker button
1102, 2102, and 2102-IR Business Telephones 25
3101SP Basic Telephone 31
3102 Business Telephone 19
speaker phone
1102, 2102, and 2102-IR Business Telephones 25
3101SP Basic Telephone 31
3102 Business Telephone 19
problems with 117
using 60
volume 67
speed dials 70
One-Touch 73
personal speed dial numbers 71
printing lists of 74
problems with 117
system-wide speed dial numbers 72
status icons, 2101 Basic Telephone display panel 38
support bracket
1102, 2102, 2102-IR, security wall-mount 115
3101, 3102, 3105, attaching 111

T

tabs, Complement Attendant Software (CAS) screens 106
telephone icons, 2101 Basic Telephone display panel 56
telephone line on multiple telephone, security 85
telephone maintenance 109
telephone number, for Off-site notification 76
telephone support brackets, 3101 and 3102 111
telephones
cleaning 116
connecting 109
mounting, 3101 and 3102 111
moving and swapping 115
time-of-day calling restrictions 79
toll calls, preventing others from dialing 80
tone dialing 98
tones, ringer selection 70
Transfer button
1102, 2102, and 2102-IR Business Telephones 25
1105 Attendant Console 104
2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 33
3102 Business Telephone 19
3105 Attendant Console 103
transferring calls 63
troubleshooting
introduction 109
list of possible problems 116

U

unauthorized use of telephone, preventing 79
urgent messages 51
user, definition 10

V

voice mail
accessing through e-mail 52
changing your password 41
components 40
creating messages 48
forwarding 47
greeting-only mailbox 52
group mailboxes 53
indicators 43
initializing 13
listening remotely 44
listening to messages 42
maximum message length 40
password security tips 41
personal group lists, creating and modifying 50
private messages 51
problems with 116
replying to 46
retrieving from a remote location 44
sending 48
setting up 13
urgent messages 51
volume control buttons
1102, 2102, and 2102-IR Business Telephone 25
2101 Basic Telephone 37
3101 and 3101SP Basic Telephones 31
3102 Business Telephone 20
volume settings
handset 67
headset 67
ringer tone 67

Downloaded from www.Manualslib.com manuals search engine

speaker 67

W

Wait for NCP message 118
wall-mount bracket 114
Windows Desktop shortcut, for LabelMaker 75

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine